



Washington State
Department of Social
& Health Services

Division of Alcohol and Substance Abuse

Clients Speak Out 2002

Second Annual Statewide Client Satisfaction Survey

Prepared for

Kenneth D. Stark, Director
Division of Alcohol and Substance Abuse
Washington State Department of Social and Health Services
Olympia, WA

Prepared by

Felix Rodriguez, Ph.D.
Edward R. Murrow School of Communication
Washington State University

August 2002

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Aside from including youth clients, the other important feature of this year's survey is the translation of the instruments into Spanish. Carlos Marapodi of WorldLink Technologies played a key role in overseeing the translation. Susan Hartman and Oscar Cerda get the credit for leading me to Mr. Marapodi. The following individuals took the time to review the Spanish translation: Emilio Vela, Claudia D'Alegri, Miguel Orozco, Virginia Almeda, and Miguel Sanchez.

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Executive Summary

Background

The Washington State Division of Alcohol and Substance Abuse (DASA) conducted the second annual statewide client satisfaction survey during the week of March 25, 2002. The survey was administered to adult and youth clients by 269 participating treatment centers in Washington State. Overall, 12,000 clients completed the survey, representing 77 percent of clients receiving treatment in the participating agencies during the week of the survey.

Overall Findings

- Ninety-six percent of adult clients in community treatment programs reported that they were satisfied with the service they received with 53 percent being very satisfied and 43 percent being mostly satisfied.
- Ninety-one percent of youth clients said they were satisfied with the service they received with 34 percent reporting they were very satisfied and 57 percent saying they were mostly satisfied.
- Eighty-one percent of adult clients in community treatment programs reported that staff treated them with respect all of the time.
- Almost 72 percent of youth clients said that staff treated them with respect all of the time.
- If they were to seek help again, 89 percent of adult clients in community treatment programs said they would come back to the same program with 56 percent saying they would definitely come back and 33 percent saying they would probably come back.
- Seventy-six percent of youth clients reported that they would come back to the same program with nearly 36 percent saying they would definitely come back and almost 40 percent saying they would probably come back.

Introduction

Purpose of the Survey

The Washington State Division of Alcohol and Substance Abuse (DASA) conducted the second annual statewide client satisfaction survey during the week of March 25, 2002. The purpose of the survey was to assess clients' perception of the quality of alcohol and drug treatment services they receive. Information given by clients will be used to improve treatment services in Washington State.

Administration of the Survey

The survey was administered by 269 participating treatment agencies in Washington State, 71 percent of whom were adult programs, 11 percent youth, and 18 percent adult and youth programs. The 269 agencies represented nearly 59 percent of the 460 certified treatment agencies that, as of January 25, 2002, were operating in Washington State. The survey captured 75 percent and 37 percent of currently certified public and private agencies, respectively.

During the week of March 25, 2002, providers asked all of their clients who were receiving treatment to complete the survey. For this year, youth clients were included in the survey, and a Spanish translation of both adult and youth surveys were made available. Out of the 12,000 clients that completed the survey, 91 percent were adults, and 9 percent were youth clients. There were 439 clients (4%) who completed the Spanish translation of the survey, and almost all of them were enrolled in adult outpatient community programs. Seven percent of the completed surveys came from the Department of Corrections (DOC) long term residential and outpatient programs. The 12,000 total number of completed surveys represented 77 percent of the clients receiving treatment in the participating agencies during the week of the survey.

Organization of this Report

This report is organized mainly into adult and youth sections. The adult section divides into two subsections: community (non-DOC) programs and DOC treatment programs. The charts presented in the report are based on the tables that appear in Appendix A. The *Technical Notes* section at the end of this report contains more detailed information about the administration of the survey.

Adult Responses

Adult Responses in Community Treatment Programs by Modality

Satisfaction with Service Received

Satisfaction with Comfort and Appearance of Facility

Respect from Staff

Helpfulness of Group Sessions

Helpfulness of Individual Counseling

"...Would you come back to this program?"

Need for Legal Services

Provider's Helpfulness in Identifying and Finding Legal Services

Need for Medical Services

Provider's Helpfulness in Identifying and Finding Medical Services

Need for Family Services

Provider's Helpfulness in Identifying and Finding Family Services

Need for Mental Health Services

Provider's Helpfulness in Identifying and Finding Mental Health Services

Need for Educational or Vocational Services

Provider's Helpfulness in Identifying and Finding Educational or Vocational Services

Need for Employment Services

Provider's Helpfulness in Identifying and Finding Employment Services

What do you like about this program

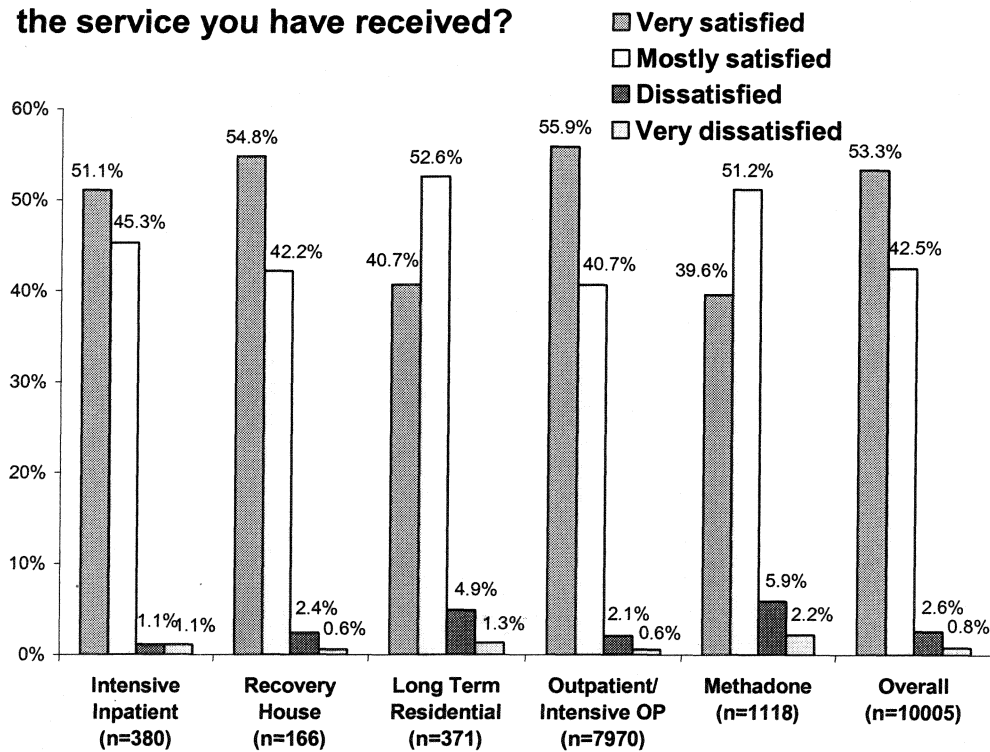
Is there anything you would change about this program?

If yes, what would that be?

Satisfaction with Service Received

- Overall, 96 percent of clients reported that they were satisfied with the service they received with 53 percent being very satisfied and 43 percent being mostly satisfied.
- Modalities were quite similar in the proportion of clients satisfied with the service they received. Methadone had the lowest proportion of clients reporting they were satisfied with service received (91%).

Q1. In an overall, general sense, how satisfied are you with the service you have received?

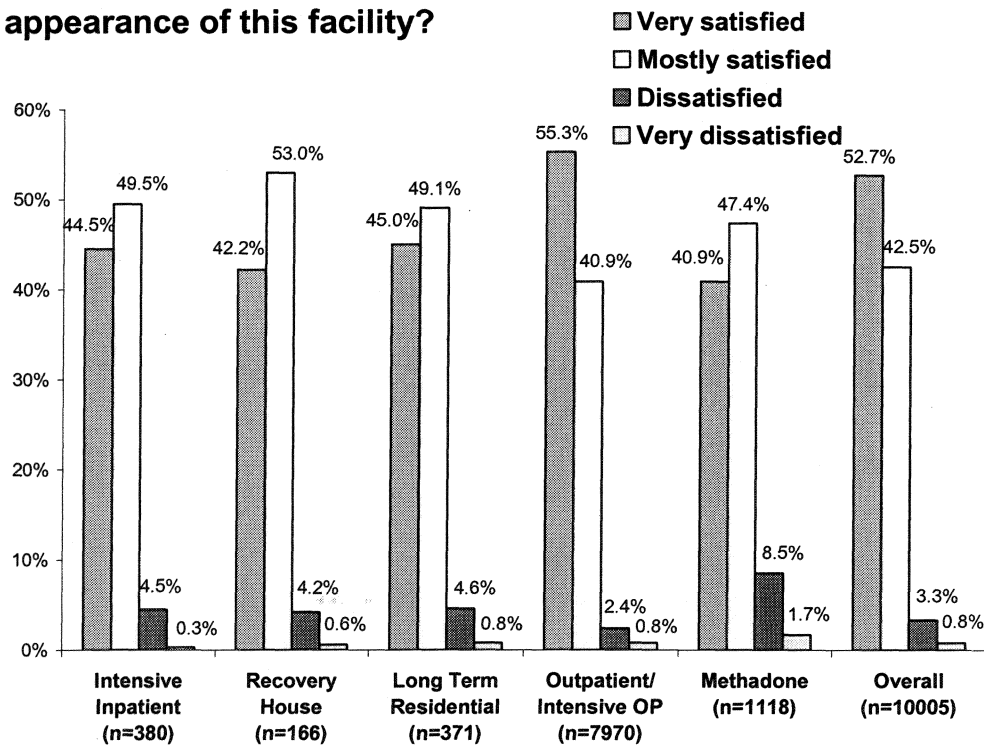


SOURCE: Table 1a, Appendix A.

Satisfaction with Comfort and Appearance of Facility

- Overall, 96 percent of clients said that they were satisfied with the comfort and appearance of their facility with 53 percent being very satisfied and 43 percent being mostly satisfied.
- Methadone clients had the lowest proportion of those saying they were satisfied with the comfort and appearance of their facility (88%).

Q2. In general, how satisfied are you with the comfort and appearance of this facility?

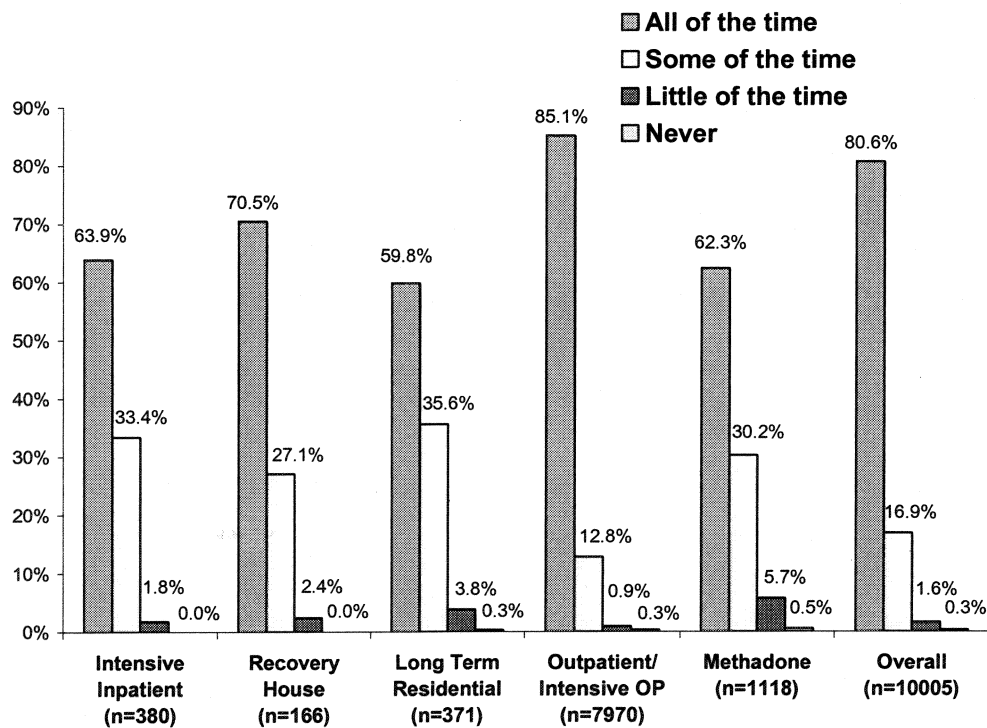


SOURCE: Table 1a, Appendix A.

Respect from Staff

- Eighty-one percent of all clients reported that staff treated them with respect all of the time.
- Outpatient clients had the highest proportion of those who said that staff treated them with respect all of the time (85%).
- Among residential clients, those in recovery house had the highest proportion of clients saying they were treated with respect all of the time (nearly 71%), while those in long term residential had the lowest (60%).

Q3. Would you say our staff treated you with respect?

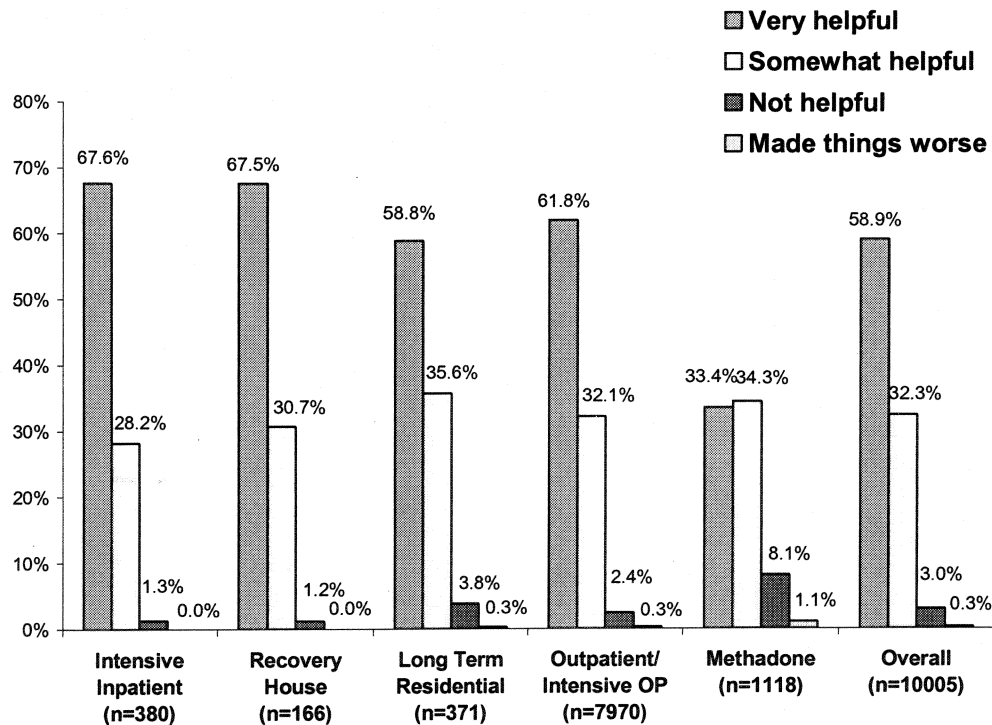


SOURCE: Table 1a, Appendix A.

Helpfulness of Group Sessions

- Ninety-one percent of clients rated the group sessions as being helpful with 59 percent saying they were very helpful and 32 percent saying they were somewhat helpful.
- Across modalities, clients in methadone had the lowest proportion of those who said that the group sessions were helpful (68%).
- Among residential clients, 94 percent of clients in long term residential reported that the group sessions were helpful as opposed to 96 percent of clients in intensive inpatient and 98 percent of clients in recovery house.

Q4. How do you rate the helpfulness of the group sessions?

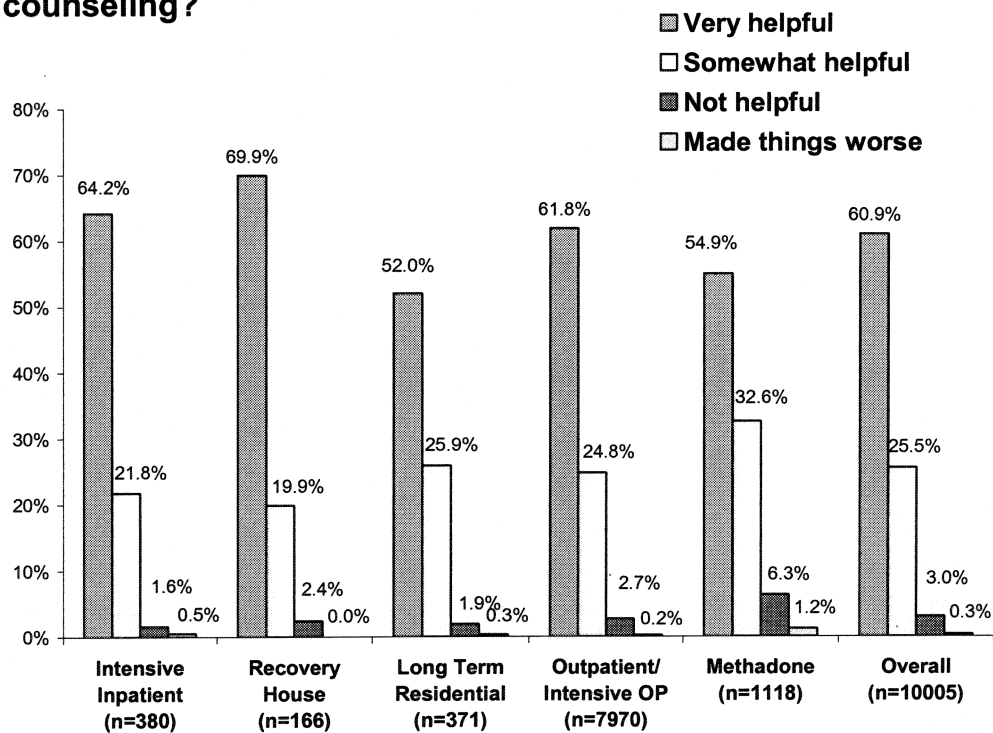


SOURCE: Table 1a, Appendix A.

Helpfulness of Individual Counseling

- Eighty-seven percent of clients rated individual counseling as helpful with 61 percent reporting it was very helpful and 26 percent saying it was somewhat helpful.
- Modalities showed similar proportion of clients saying that individual counseling was helpful, between 86 percent and 90 percent, except for long term residential which had 78 percent.

Q5. How do you rate the helpfulness of the individual counseling?

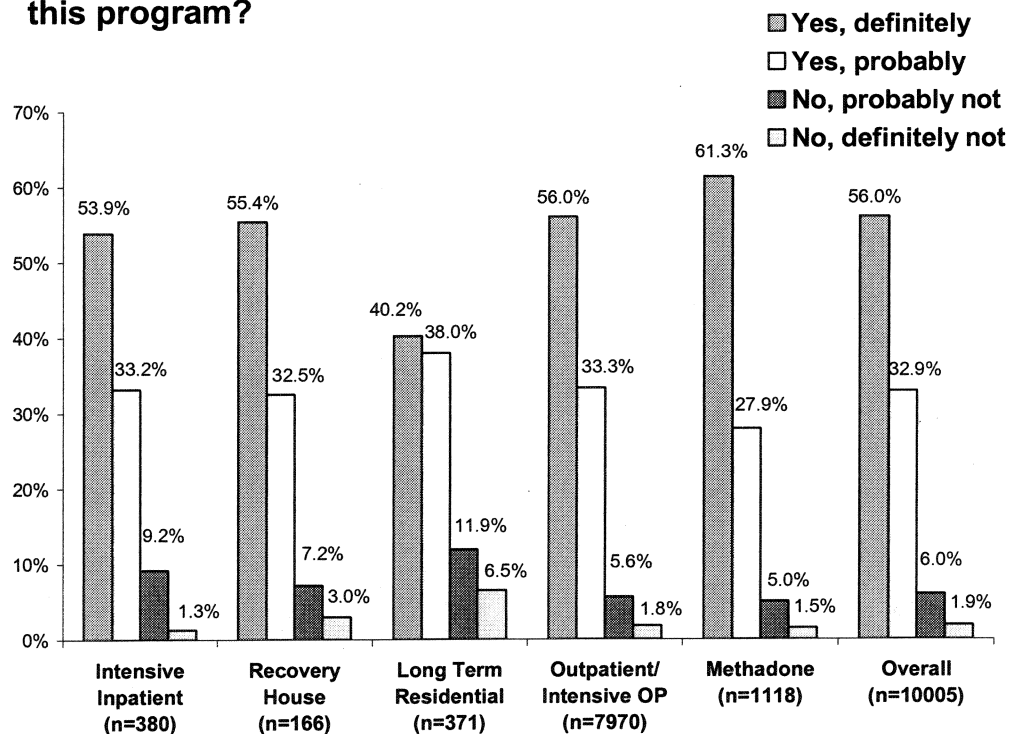


SOURCE: Table 1a, Appendix A.

“...Would you come back to this program?”

- If clients were to seek help again, 89 percent said they would come back to the same program with 56 percent saying they would definitely come back and 33 percent saying they would probably come back.
- Across modalities, outpatient and methadone had the highest proportion of clients saying they would come back to the same program (89%), while long-term residential had the lowest (78%).

Q6. If you were to seek help again, would you come back to this program?

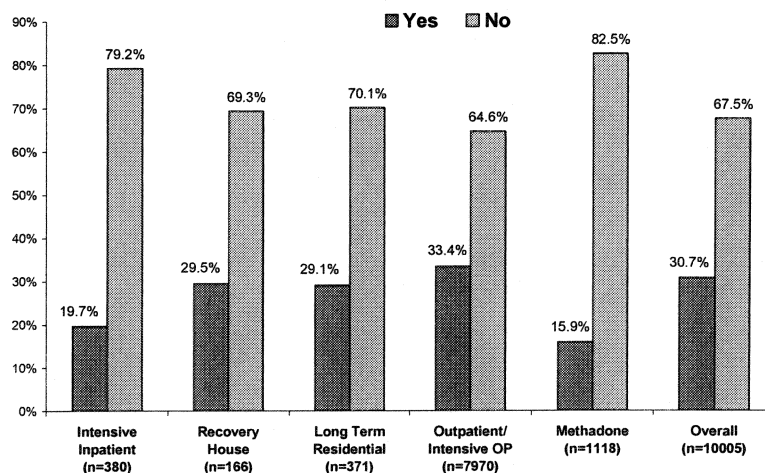


SOURCE: Table 1a, Appendix A.

Need for Legal Services

- Overall, 31 percent of clients reported that they needed legal services.
- Outpatient clients had the highest proportion of those who reported a need for legal services (33%), while methadone clients had the lowest (16%).

Q7. Did you need legal services?

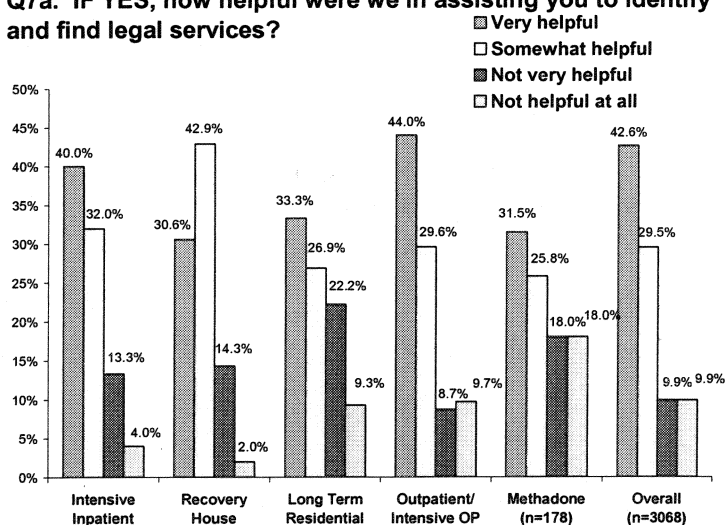


SOURCE: Table 1b, Appendix A.

Helpfulness in Identifying and Finding Legal Services

- Seventy-three percent of clients needing legal services reported that their program was helpful in assisting them to identify and find legal services with 43 percent saying their program was very helpful and 30 percent saying it was somewhat helpful.
- Compared to clients in other modalities, those needing legal services in methadone were the least likely to say that their program was helpful in assisting them to identify and find legal services (57%).

Q7a. IF YES, how helpful were we in assisting you to identify and find legal services?

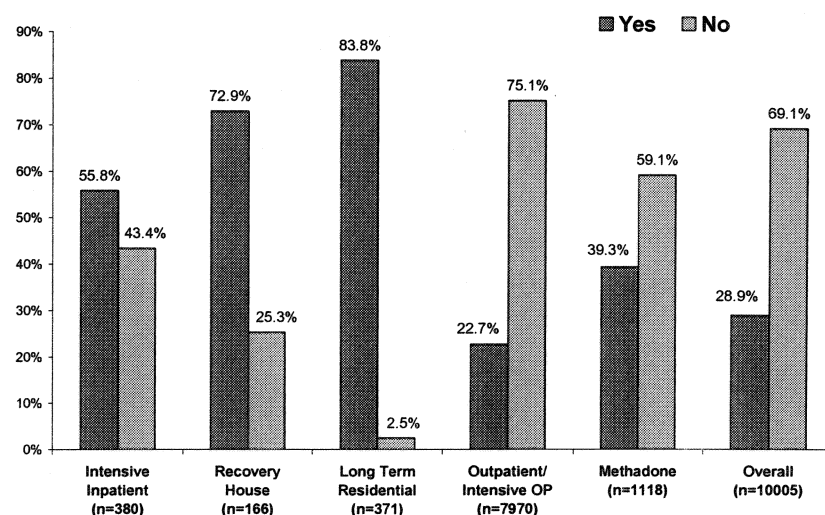


SOURCE: Table 1b, Appendix A.

Need for Medical Services

- Close to 30 percent of all clients reported that they needed medical services.
- Between 56 percent and 84 percent of residential clients reported that they needed medical services compared to 23 percent of outpatient and 39 percent of methadone clients.

Q8. Did you need medical services?

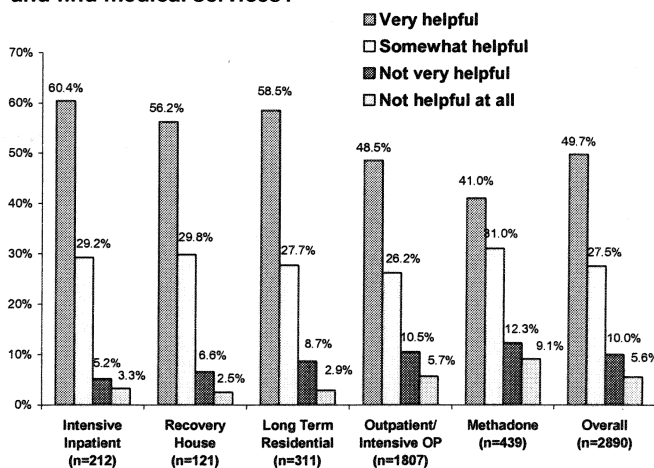


SOURCE: Table 1b, Appendix A.

Helpfulness in Identifying and Finding Medical Services

- Of those who needed medical services, 78 percent said that their program was helpful in assisting them to identify and find medical services with 50 percent saying their program was very helpful and 28 percent saying it was somewhat helpful.
- Of those needing medical services, outpatient (75%) and methadone (72%) had lower proportion of clients saying that their agency was helpful in assisting them to identify and find medical services compared to intensive inpatient (90%), recovery house (86%), and long term residential (86%).

Q8a. IF YES, how helpful were we in assisting you to identify and find medical services?

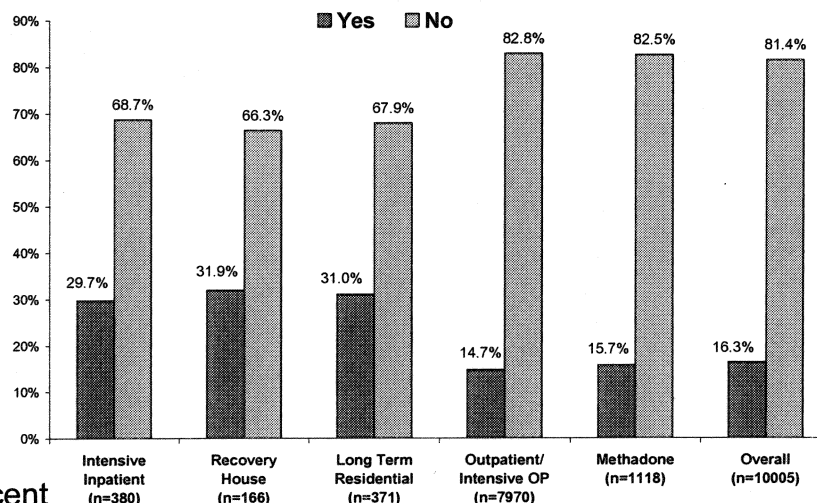


SOURCE: Table 1b, Appendix A.

Need for Family Services

- Overall, 16 percent of clients reported that they needed family services.
- Intensive inpatient, recovery house, and long term residential had between 30 percent and 32 percent of clients saying that they needed family services compared to 15 percent of outpatient and 16 percent of methadone clients.

Q9. Did you need family services?

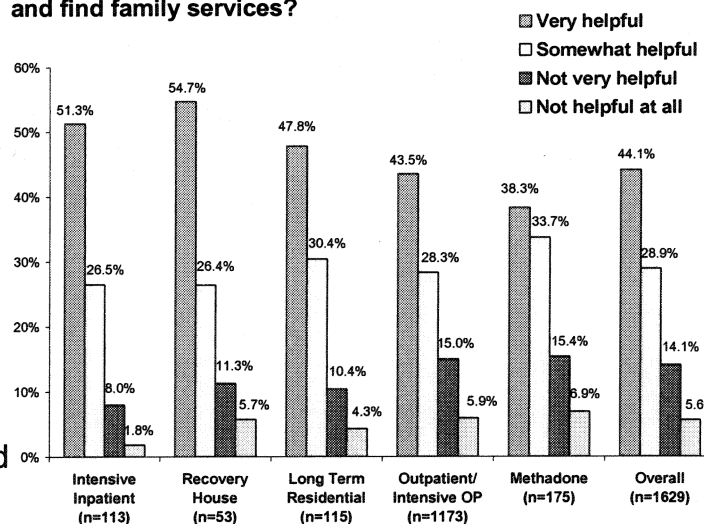


SOURCE: Table 1b, Appendix A.

Helpfulness in Identifying and Finding Family Services

- Seventy-three percent of those who reported needing family services said that their program was helpful in assisting them to identify and find family services with 44 percent saying their program was very helpful and 29 percent saying it was somewhat helpful.
- Among those who needed family services, outpatient and methadone (72%) had lower proportion of clients reporting that their program was helpful in assisting them to identify and find family services compared to intensive inpatient (78%), recovery house (81%), and long term residential (78%).

Q9a. IF YES, how helpful were we in assisting you to identify and find family services?

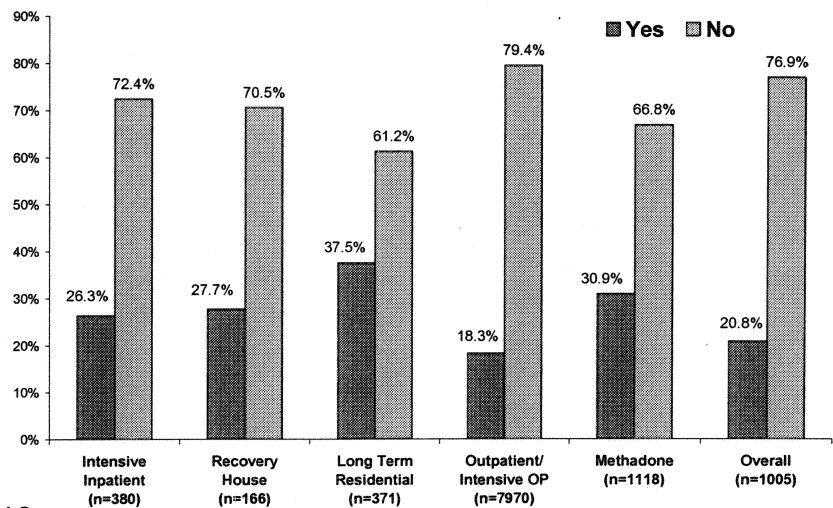


SOURCE: Table 1b, Appendix A.

Need for Mental Health Services

- Overall, close to 21 percent of clients said that they needed mental health services.
- Between 26 percent and 38 percent of clients in intensive inpatient, recovery house, long term residential, and methadone reported that they needed mental health services compared to 18 percent of clients in outpatient.

Q10. Did you need mental health services?

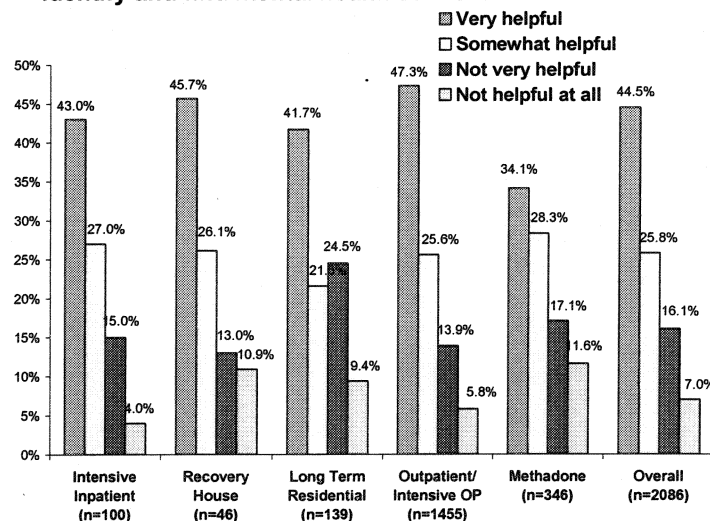


SOURCE: Table 1b, Appendix A.

Helpfulness in Identifying and Finding Mental Health Services

- Seventy-one percent of those who needed mental health services said their program was helpful in assisting them to identify and find mental health services with 45 percent saying their program was very helpful and 26 percent saying it was somewhat helpful.

Q10a. IF YES, how helpful were we in assisting you to identify and find mental health services?



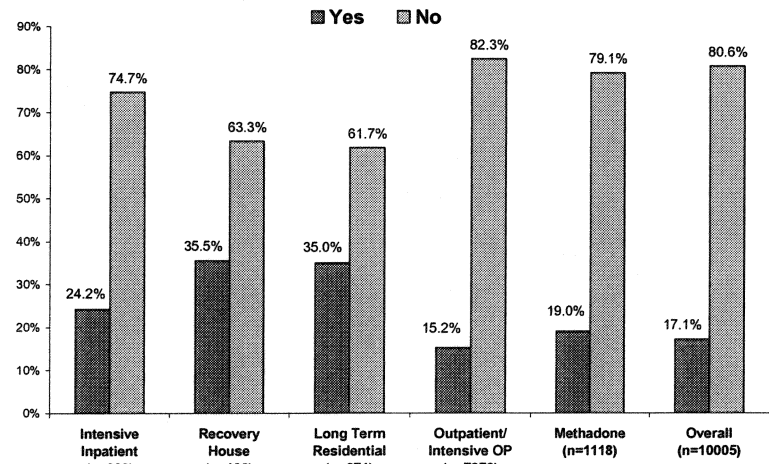
SOURCE: Table 1b, Appendix A.

- Among those who needed mental health services, methadone clients were the least likely to say that their program was helpful in assisting them to identify and find mental health services (62%).

Need for Educational or Vocational Services

- Seventeen percent of all clients said that they needed educational or vocational services.
- Between 24 percent and 36 percent of clients in intensive inpatient, recovery house, and long term residential said that they needed educational or vocational services compared to 15 percent of outpatient and 19 percent of methadone clients.

Q11. Did you need educational or vocational services?

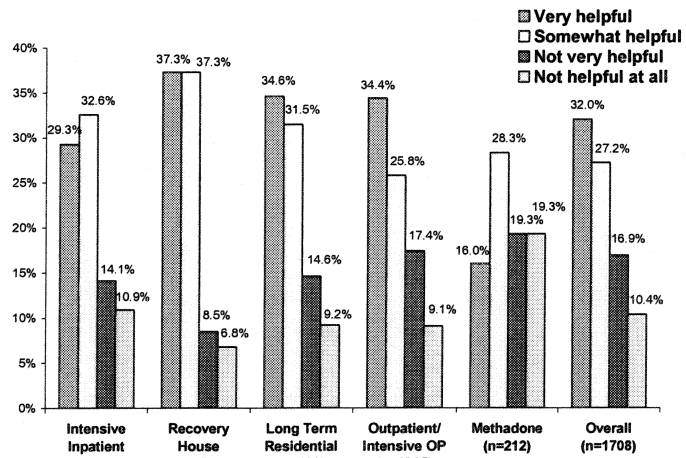


SOURCE: Table 1b, Appendix A.

Helpfulness in Identifying and Finding Educational or Vocational Services

- Of those who said that they needed educational or vocational services, 59 percent reported that their program was helpful in assisting them to identify and find educational or vocational services with 32 percent saying their program was very helpful and 27 percent saying it was somewhat helpful.
- Among those who needed educational or vocational services, clients in methadone (44%) had the lowest proportion of those saying that their program was helpful in assisting them to identify and find educational or vocational services.

Q11a. IF YES, how helpful were we in assisting you to identify and find educational or vocational services?

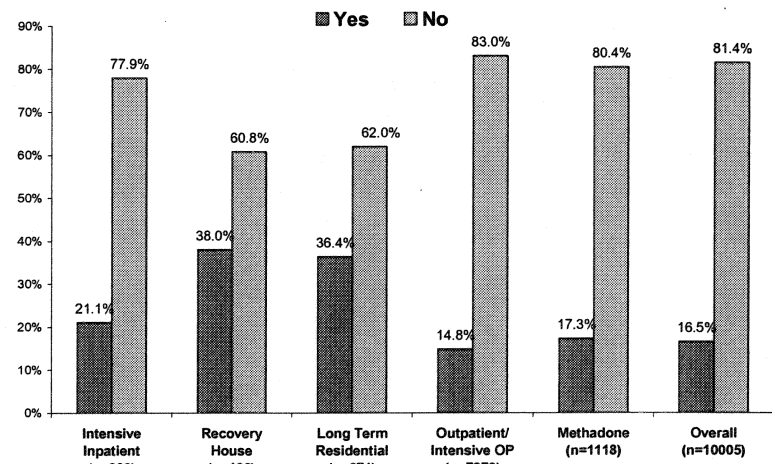


SOURCE: Table 1b, Appendix A.

Need for Employment Services

- Overall, close to 17 percent of clients reported that they needed employment services.
- Residential clients had between 21 percent and 38 percent of clients saying that they needed employment services compared to 15 percent of outpatient and 17 percent of methadone clients.

Q12. Did you need employment services?

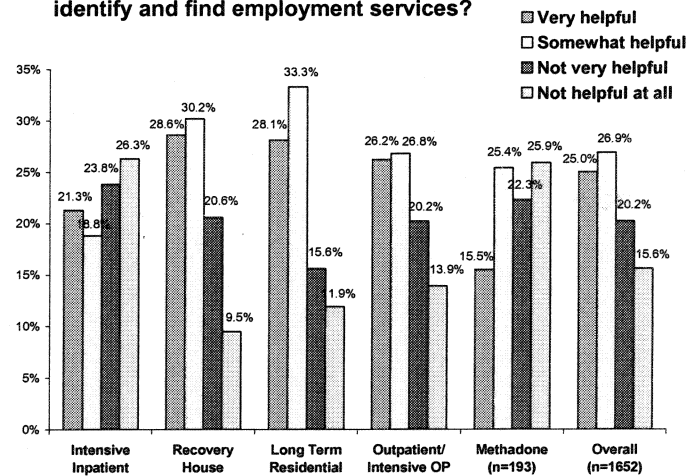


SOURCE: Table 1b, Appendix A.

Helpfulness in Identifying and Finding Employment Services

- Fifty-two percent of those needing employment services said that their program was helpful in assisting them to identify and find employment services with 25 percent saying their program was very helpful and 27 percent saying it was somewhat helpful.

Q12a. IF YES, how helpful were we in assisting you to identify and find employment services?



SOURCE: Table 1b, Appendix A.

- Among those who needed employment services, recovery house (59%) had the highest proportion of clients saying that their program was helpful in assisting them to identify and find employment services while intensive inpatient (40%) had the lowest.

“What do you like about this program?”

Client responses were very similar across treatment modalities. The factors favored by clients can be classified into two broad categories: (1) learning and its role in their recovery and personal transformation, and (2) counselors and staff.

Learning, Recovery, and Personal Transformation

“The staff here is giving me some good information to learn and live a clean and sober life.” *-Intensive Inpatient Client*

“The steps, housing, meditation, the chance to go to church, getting to know yourself again, meeting on the grounds, how to live with others, getting some skills which I didn’t have or polish the ones that I have, having a chance to get on my feet again. Thank you for this program and the staff. I love the food here.”

-Intensive Inpatient Client

“It’s a small community that teaches you how to live in a large one.”

-Recovery House Client

“It’s helping me in my recovery.” *-Recovery House Client*

“I’m not using.” *-Long Term Residential Client*

“It teaches you how to live everyday life on life’s terms.”

-Long Term Residential Client

“Caring instructors, given exact information and teaching on all aspects of chemical dependency. The total effect on the human body, the organs, nervous system, mental and physical side effects, taught in a way to be easily understood, relaxed in a way I never thought possible. Very grateful to know and given the knowledge. Thank you very much.” *-Outpatient Client*

“I have learned lots of information to aid me in my recovery which has also helped me in my personal life.” *-Outpatient Client*

“It has completely answered all my questions concerning my addiction and treating my addiction.” *-Outpatient Client*

“Helped me to stay clean and liking to be clean.” *-Methadone Client*

“This program gave me a chance to get off the street, so it has given me time to seek mental, financial help on my own.” *-Methadone Client*

Counselors, Staff

"I like the counselors here. I like the people, they treat you with respect."

-Intensive Inpatient Client

"I like the feeling that the counselors care." *-Long Term Residential Client*

"The staff, groups, kitchen food. I appreciate the state for helping me on my way." *-Recovery House Client*

"Staff seems very concerned about my well-being, easy to work with, very efficient, and competent in what they do." *-Outpatient Client*

"The people and staff are very courteous and helpful in my treatment."

-Outpatient Client

"Talking to my counselor and talking about my problems and trying to work things out." *-Methadone Client*

"Everyone here is really understanding and there is a lot of opportunity to get whatever help you need if you are making good choices." *-Methadone Client*

Other Comments

"Comfort level." *-Outpatient Client*

"I was given a lot of help with nutritional supplements; helped me a great deal."

-Outpatient Client

"It is casual, and most are willing to admit their faults." *-Outpatient Client*

“Is there anything you would change about this program?”

Intensive Inpatient, Recovery House, and Long Term Residential

Policies

“We are not all being treated as fairly as others. It causes resentments.”

-Intensive Inpatient Client

“I would change all the gender specific stuff and have the understanding that both genders are beneficial to each other.” *-Intensive Inpatient Client*

“Yes, more outings for recovery to learn how to live and play sober.”

-Recovery House Client

“Better communication and cooperation with staff.”

-Long Term Residential Client

“Making people hold down the loud and unnecessary cursing and loud talk during study time and meal time.” *-Long Term Residential Client*

Other Comments

“I would like to see more individual therapy.” *-Long Term Residential Client*

“More input and focus on physical health.” *-Long Term Residential Client*

Outpatient/Intensive Outpatient

Policies

“More weekly sessions.” *-Outpatient Client*

“Separate classes for drug dependent clients and alcohol clients even though alcohol is a form of drug.” *-Outpatient Client*

“I wish it would be up to each individual as to how open they want to be regarding their name and other personal information.” *-Outpatient Client*

"It would help a lot if the men had their class and the women theirs. We can say and talk about our feeling and problems better." -*Outpatient Client*

Duration and Schedule

"The only thing I would change is the length; after the first six months, it becomes repetitious." --*Outpatient Client*

"More weekly sessions." -*Outpatient Client*

"Times of the classes." -*Outpatient Client*

Other Comments

"No more lame movies." -*Outpatient Client*

"More movies about alcohol, and maybe some real life guest speakers."
-*Outpatient Client*

"Newer and better movies." -*Outpatient Client*

"It should be less expensive." -*Outpatient Client*

Methadone

Provide Other Services

"Yes, some kind of an employment program or even community services."
-*Methadone Client*

Schedule

"I would like not to have to come here on Saturdays and be able to dose in the evening." -*Methadone Client*

Policies

"Some of the billing practices have been hard on my family and false U.A.s have happened but they have tried their best here at the facility." -*Methadone Client*

Adult Client Satisfaction in Community Treatment Programs: Differences Between Groups

Did adult client satisfaction vary among racial/ethnic groups?

Did adult client satisfaction vary by length of stay in treatment?

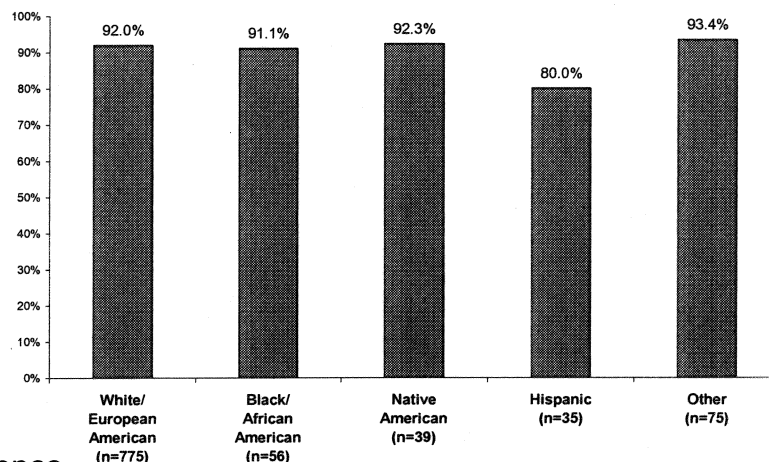
Did privately paying and privately funded adult clients differ in client satisfaction?

Did client satisfaction vary among racial/ethnic groups?

Satisfaction with Service Received*

The number of cases for minority groups in intensive inpatient, recovery house, and long term residential was quite small to allow any valid comparison among racial groups with respect to satisfaction with service received (see Table 2a, Appendix A). However, in outpatient programs where the number of cases allowed a fair comparison, no substantial differences between racial groups can be observed. The only modality where racial/ethnic groups appeared to show a difference was in methadone programs (shown) where Hispanics had the lowest proportion of clients satisfied with treatment received.

Percent of Clients Satisfied with Service Received in Methadone Programs by Race/Ethnicity

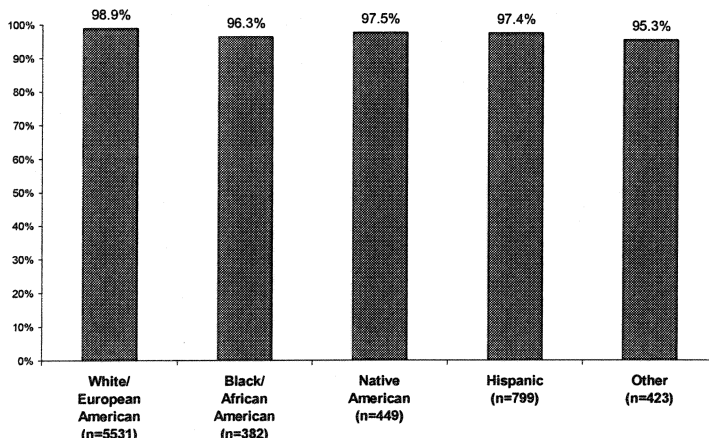


SOURCE: Table 2a, Appendix A.

Respect from Staff*

Again, the small number of minority clients in intensive inpatient, recovery house, and long term residential could not allow for valid comparison with respect to the proportion of clients saying that staff treated them with respect. However based on client responses from outpatient (shown) and methadone (not shown here but included in Table 2a, Appendix A), groups did not show any substantial difference on this measure.

Percent of Clients Reporting that Staff Treated Them with Respect in Outpatient Programs by Race/Ethnicity



SOURCE: Table 2a, Appendix A.

*Includes those reporting they were very or mostly satisfied with service received.

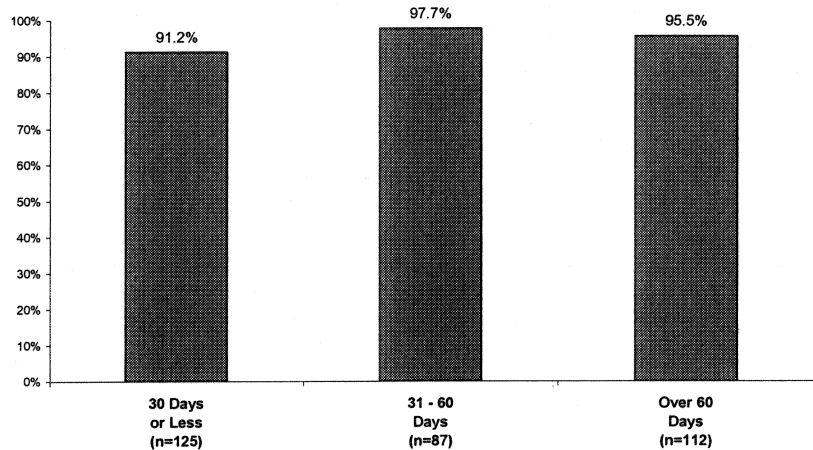
**Includes those reporting they were treated with respect all or some of the time.

Did client satisfaction vary by length of stay in treatment?

Satisfaction with Service Received

Within each modality, the proportion of clients satisfied with treatment did not differ appreciably when broken down into varying lengths of stay in treatment (see Table 2b, Appendix A). Among clients from long term residential (shown), those who had stayed 30 days or less had a somewhat lower proportion of clients reporting they were satisfied with service received.

Percent of Clients Satisfied with Service Received in Long Term Residential by Length of Stay

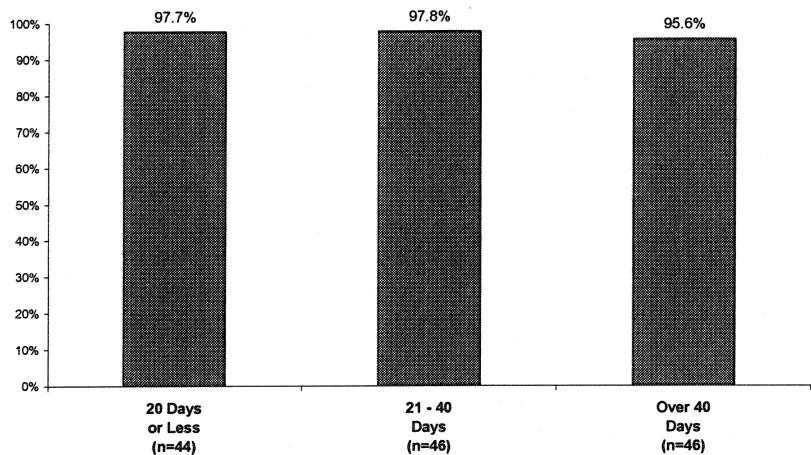


SOURCE: Table 2b, Appendix A.

Respect from Staff

The proportion of clients reporting that staff treated them with respect did not vary substantially according to the length of stay in treatment within each modality (see Table 2b, Appendix A). Pictured here are clients with varying lengths of stay in recovery house.

Percent of Clients Reporting that Staff Treated Them with Respect by Length of Stay in Recovery House



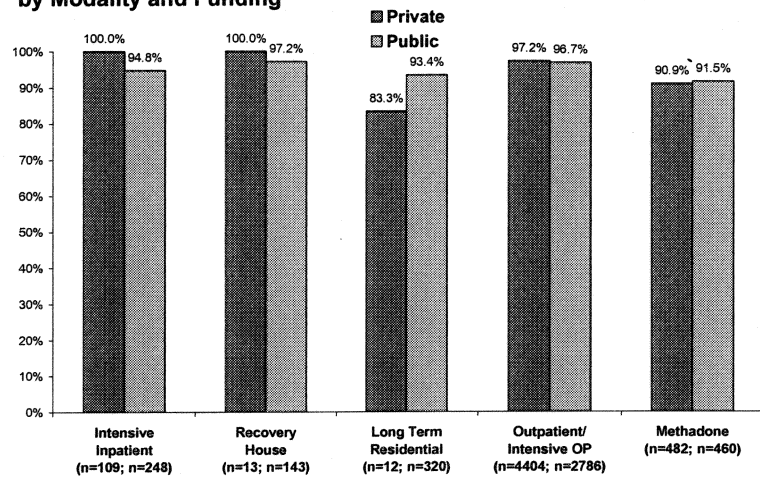
SOURCE: Table 2b, Appendix A.

Did privately paying and publicly funded clients differ in client satisfaction?

Satisfaction with Service Received

Within each modality, privately paying and publicly funded clients did not show any appreciable difference in the proportion of clients reporting that they were satisfied with service received.

Percent of Clients Satisfied with Service Received by Modality and Funding

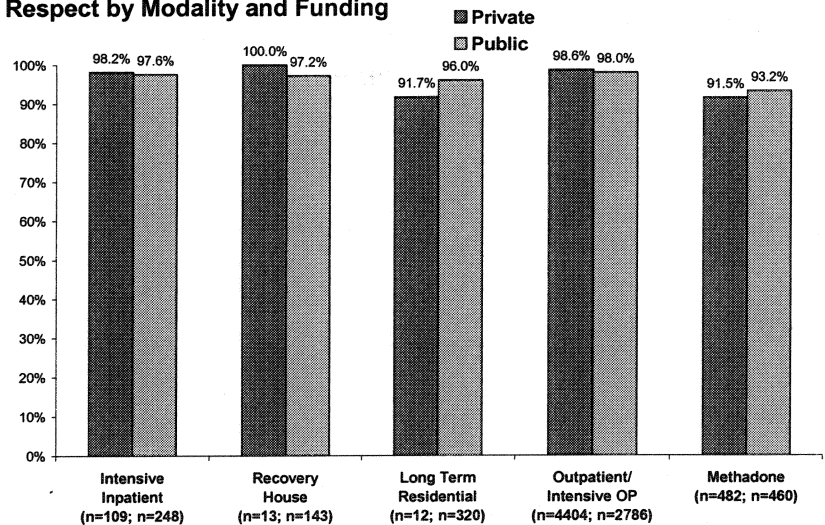


SOURCE: Table 2c, Appendix A.

Respect from Staff

Likewise, privately paying and publicly funded clients did not differ in the proportion of clients saying that staff treated them with respect.

Percent of Clients Reporting that Staff Treated Them with Respect by Modality and Funding



SOURCE: Table 2c, Appendix A.

Adult Responses in Department of Corrections (DOC) Treatment Programs by Modality

Satisfaction with Service Received

Satisfaction with Comfort and Appearance of Facility

Respect from Staff

Helpfulness of Group Sessions

Helpfulness of Individual Counseling

“...Would you come back to this program?”

Need for Legal Services

Provider’s Helpfulness in Identifying and Finding Legal Services

Need for Medical Services

Provider’s Helpfulness in Identifying and Finding Medical Services

Need for Family Services

Provider’s Helpfulness in Identifying and Finding Family Services

Need for Mental Health Services

Provider’s Helpfulness in Identifying and Finding Mental Health Services

Need for Educational or Vocational Services

Provider’s Helpfulness in Identifying and Finding Educational or Vocational Services

Need for Employment Services

Provider’s Helpfulness in Identifying and Finding Employment Services

What do you like about this program

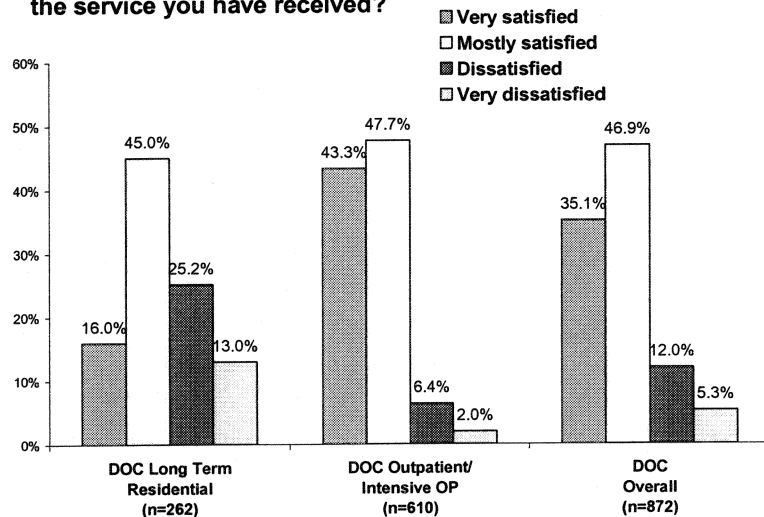
Is there anything you would change about this program?

If yes, what would that be?

Satisfaction with Service Received

Overall, 82 percent of DOC clients reported that they were satisfied with the service they received. DOC long term residential clients (61%) had a lower proportion of those reporting that they were satisfied with service received compared to DOC outpatient (91%)

Q1. In an overall, general sense, how satisfied are you with the service you have received?

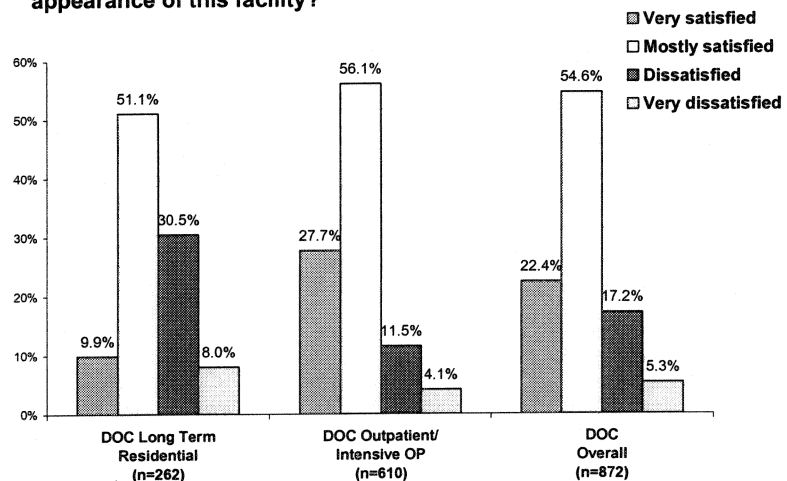


SOURCE: Table 3a, Appendix A.

Satisfaction with Comfort and Appearance of Facility

Seventy-seven percent of DOC clients reported that they were satisfied with the comfort and appearance of their facility. DOC long term residential clients (61%) had a lower proportion of those reporting they were satisfied with the comfort and appearance of their facility compared to outpatient (84%).

Q2. In general, how satisfied are you with the comfort and appearance of this facility?

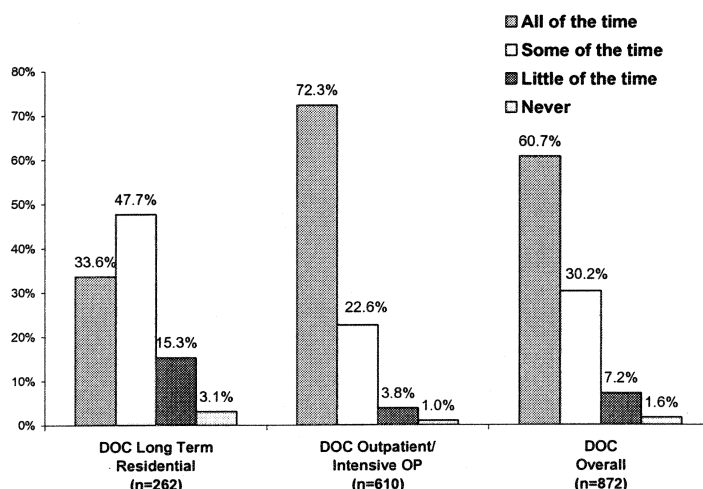


SOURCE: Table 3a, Appendix A.

Respect from Staff

Overall, 61 percent of DOC clients reported that staff treated them with respect all of the time. DOC long term residential clients (34%) had a lower proportion of those reporting that staff treated them with respect all of the time compared to outpatient clients (72%).

Q3. Would you say our staff treated you with respect?

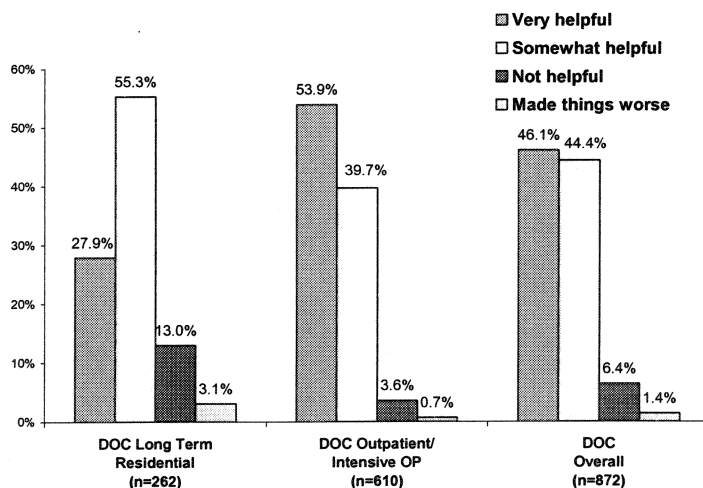


SOURCE: Table 3a, Appendix A.

Helpfulness of Group Sessions

Close to 91 percent of DOC clients reported that the group sessions were helpful. Ninety-four percent of DOC outpatient clients reported that the group sessions were helpful compared to 83 percent of DOC long term residential clients.

Q4. How do you rate the helpfulness of the group sessions?

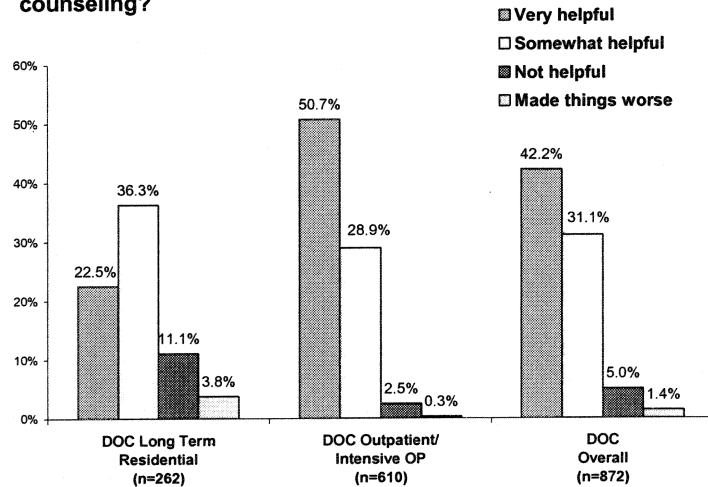


SOURCE: Table 3a, Appendix A.

Helpfulness of Individual Counseling

Seventy-three percent of DOC clients said that individual counseling was helpful. DOC long term residential clients (59%) had a lower proportion of those saying that individual counseling was helpful compared to DOC outpatient clients (80%).

Q5. How do you rate the helpfulness of the individual counseling?

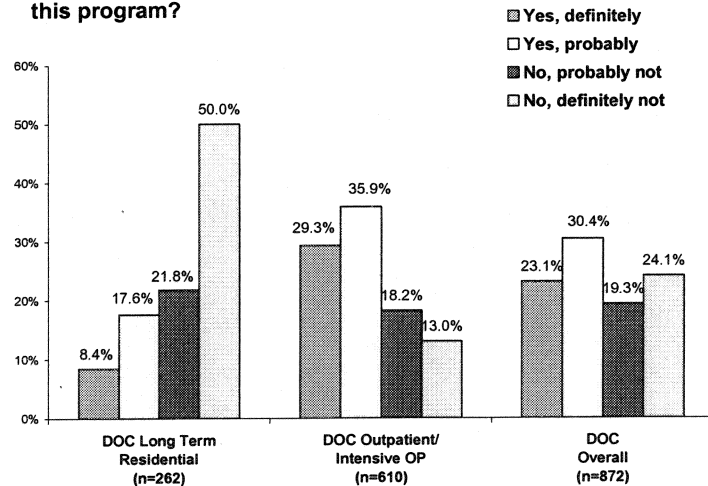


SOURCE: Table 3a, Appendix A.

“...Would you come back to this program?”

Overall, close to 54 percent of DOC clients reported that they would come back to the same program if they were to seek help again. Among DOC long term residential clients, 26 percent said they would come back to the same program compared to 65 percent of DOC outpatient clients.

Q6. If you were to seek help again, would you come back to this program?

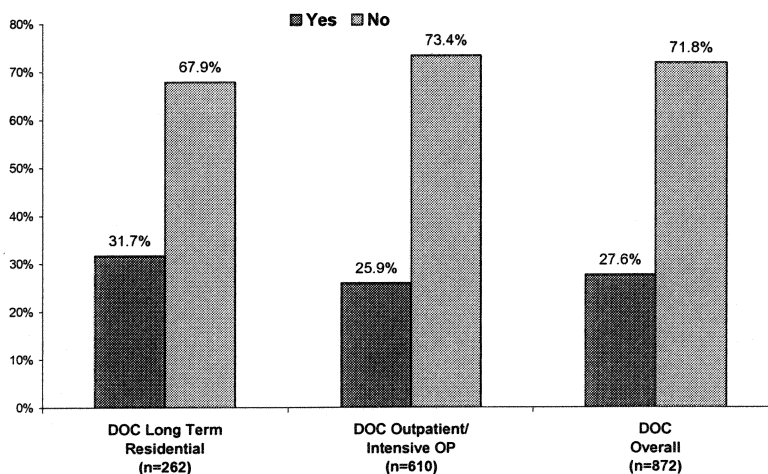


SOURCE: Table 3a, Appendix A.

Need for Legal Services

Overall, nearly 28 percent of DOC clients reported that they needed legal services. Thirty-two percent of DOC long term residential clients reported they needed legal services compared to 26 percent of outpatient clients.

Q7. Did you need legal services?

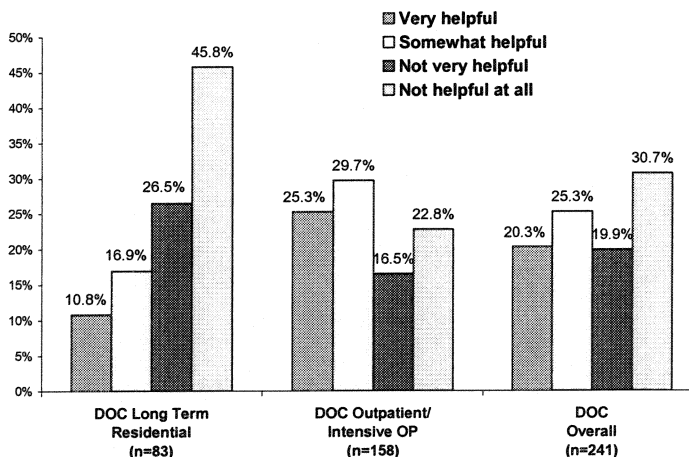


SOURCE: Table 3b, Appendix A.

Helpfulness in Identifying and Finding Legal Services

Among DOC clients who needed legal services, nearly 46 percent reported that their program was helpful in assisting them to identify and find legal services. DOC long term residential clients (28%) had a lower proportion of those saying their program was helpful in assisting them to identify and find legal services compared to outpatient clients (55%).

Q7a. IF YES, how helpful were we in assisting you to identify and find legal services?

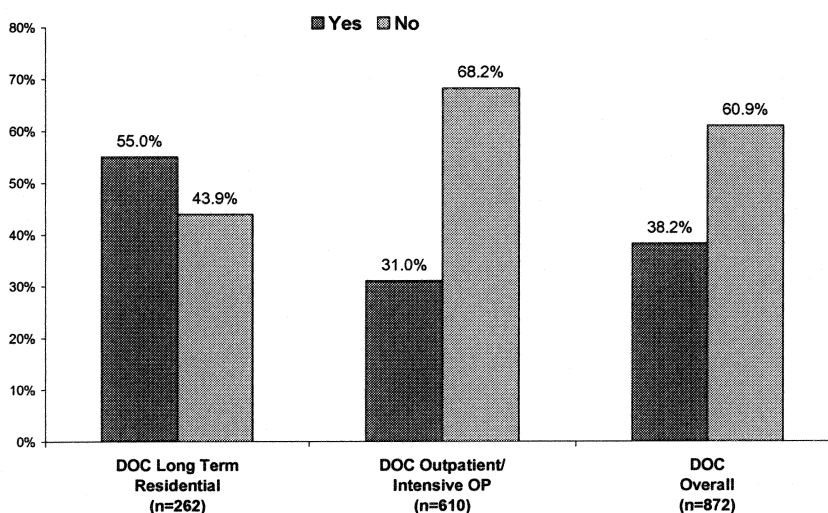


SOURCE: Table 3b, Appendix A.

Need for Medical Services

Overall, 38 percent of DOC clients reported they needed medical services. DOC long term residential clients (55%) had a higher proportion of those saying they needed medical services compared to outpatient clients (31%).

Q8. Did you need medical services?

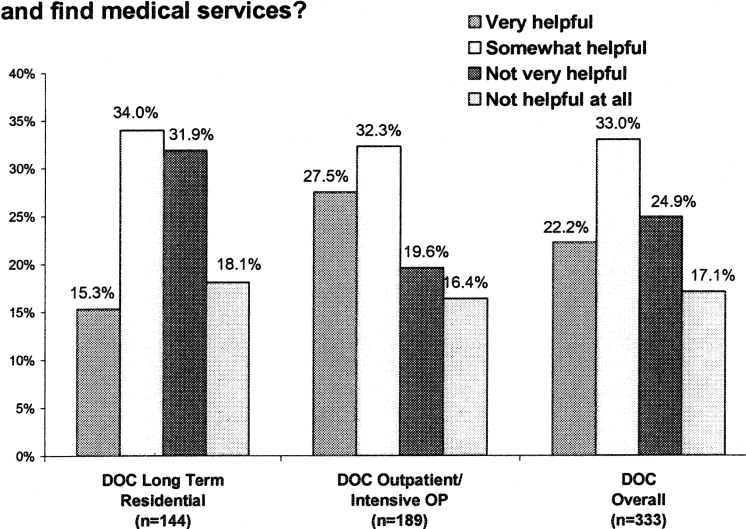


SOURCE: Table 3b, Appendix A.

Helpfulness in Identifying and Finding Medical Services

Of those saying they needed medical services, 55 percent reported that their program was helpful in assisting them to identify and find medical services. Among those who needed medical services in DOC long term residential, 49 percent said their program was helpful in assisting them to identify and find medical services compared to 60 percent of DOC outpatient clients.

Q8a. IF YES, how helpful were we in assisting you to identify and find medical services?

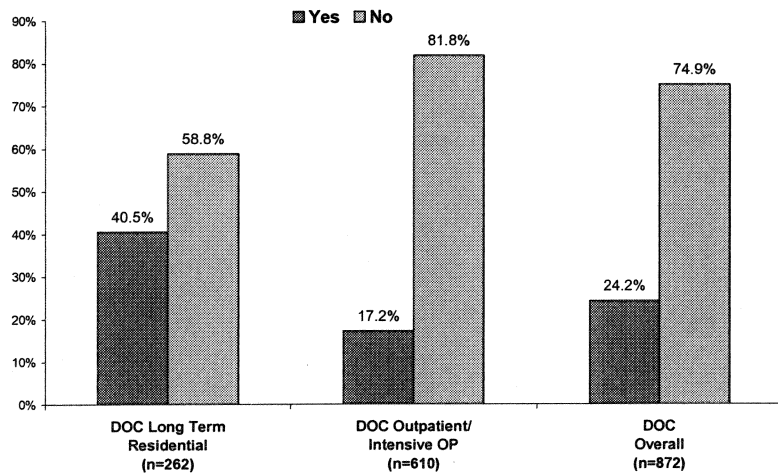


SOURCE: Table 3b, Appendix A.

Need for Family Services

Twenty-four percent of DOC clients reported that they needed family services. Nearly 41 percent of DOC long term residential clients reported they needed family services compared to 17 percent of DOC outpatient clients.

Q9. Did you need family services?

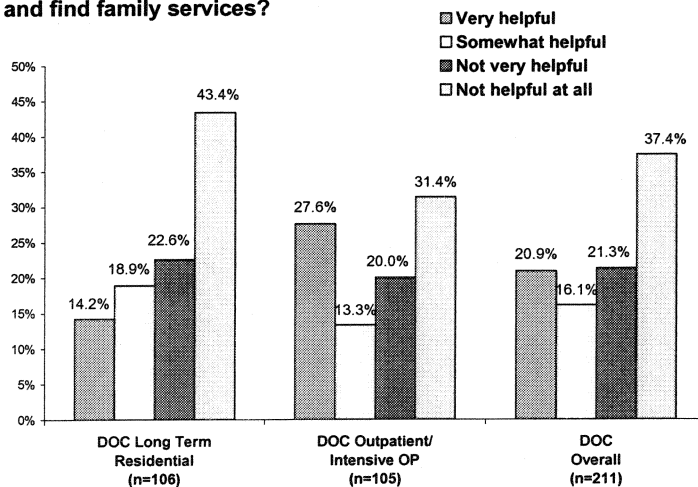


SOURCE: Table 3b, Appendix A.

Helpfulness in Identifying and Finding Family Services

Among those who needed family services, 37 percent reported that their program was helpful in assisting them to identify and find family services. DOC long term residential clients (33%) had a lower proportion of those saying their program was helpful in assisting them to identify and find family services compared to DOC outpatient clients (41%).

Q9a. IF YES, how helpful were we in assisting you to identify and find family services?

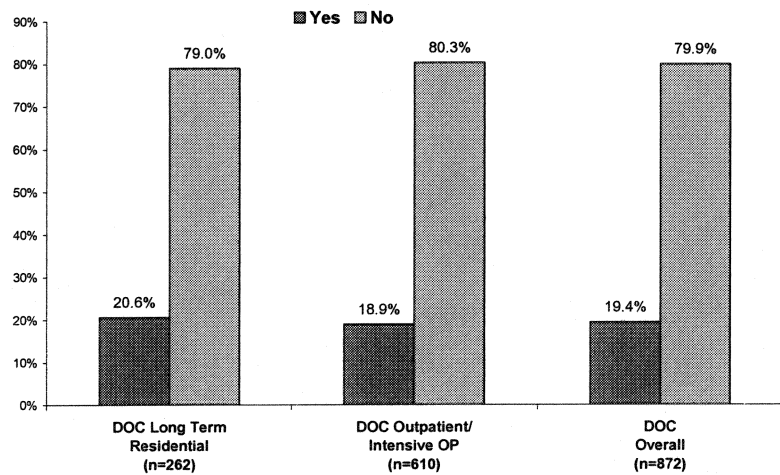


SOURCE: Table 3b, Appendix A.

Need for Mental Health Services

Nineteen percent of DOC clients said they needed mental health services. DOC long term residential and outpatient clients had nearly the same proportion of clients saying they needed mental health services.

Q10. Did you need mental health services?

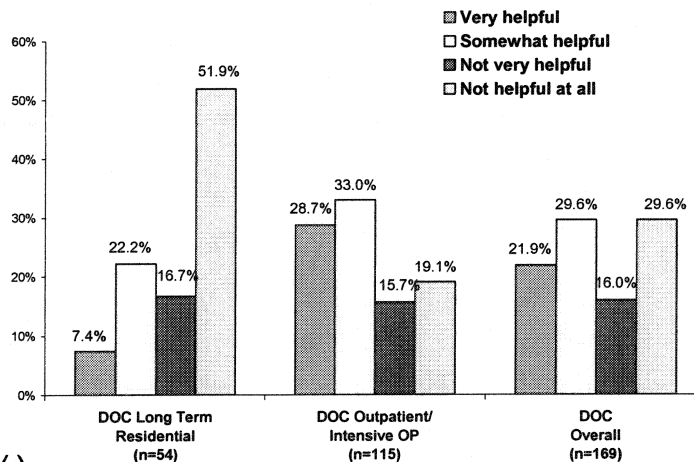


SOURCE: Table 3b, Appendix A.

Helpfulness in Identifying and Finding Mental Health Services

Of those who needed mental health services, 52 percent said that their program was helpful in assisting them to identify and find mental health services. DOC long term residential clients (30%) had a lower proportion of those saying their program was helpful in assisting them to identify and find mental health services compared to DOC outpatient clients (62%).

Q10a. IF YES, how helpful were we in assisting you to identify and find mental health services?

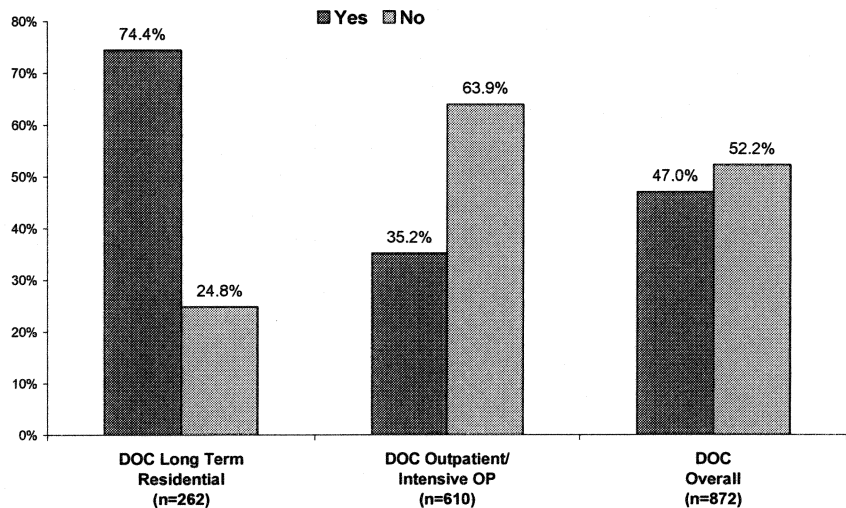


SOURCE: Table 3b, Appendix A.

Need for Educational or Vocational Services

Forty-seven percent of DOC clients reported that they needed educational or vocational services. Seventy-four percent of DOC long term residential clients said they needed this service compared to 35 percent of DOC outpatient clients.

Q11. Did you need educational or vocational services?

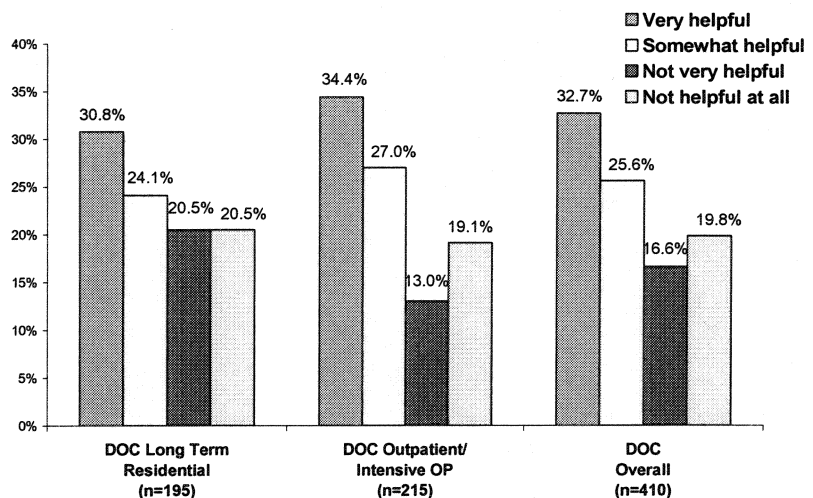


SOURCE: Table 3b, Appendix A.

Helpfulness in Identifying and Finding Educational or Vocational Services

Among those who needed educational or vocational services, 58 percent said that their program was helpful in assisting them to identify and find educational or vocational services. DOC long term residential and outpatient clients did not differ substantially in the proportion of those saying that their program was helpful in assisting them to identify and find educational or vocational services.

Q11a. IF YES, how helpful were we in assisting you to identify and find educational or vocational services?

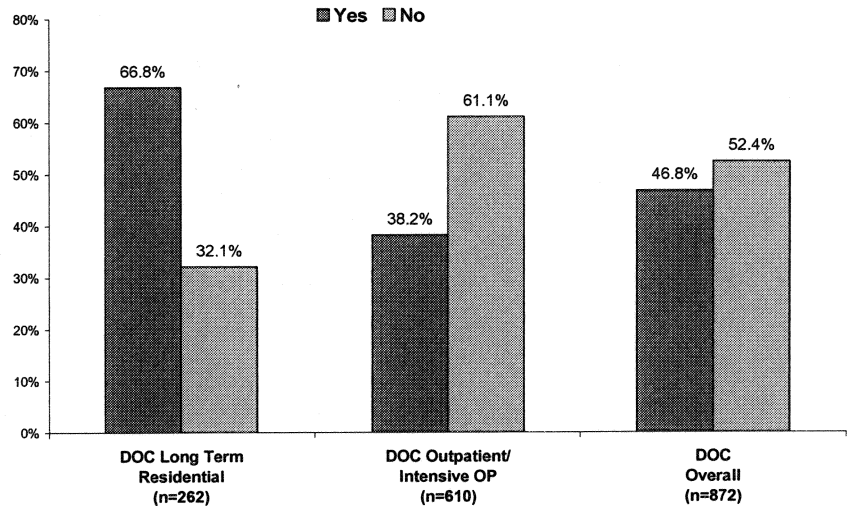


SOURCE: Table 3b, Appendix A.

Need for Employment Services

Forty-seven percent of DOC clients said they needed employment services. Sixty-seven percent of DOC long term residential clients said they needed employment services compared to 38 percent of DOC outpatient clients.

Q12. Did you need employment services?

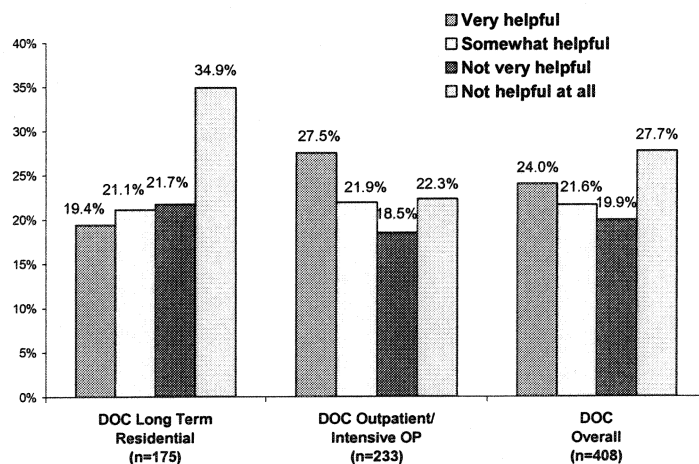


SOURCE: Table 3b, Appendix A.

Helpfulness in Identifying and Finding Employment Services

Among those who needed employment services, 46 percent said that their program was helpful in assisting them to identify and find employment services. DOC long term residential clients (41%) had a lower proportion of those saying that their program was helpful in assisting them to identify and find employment services compared to DOC outpatient clients (49%).

Q12a. IF YES, how helpful were we in assisting you to identify and find employment services?



SOURCE: Table 3b, Appendix A.

“What do you like about this program?”

Learning and Recovery

“That I am receiving the tools and knowledge to remain clean and sober. The classes here are wonderful.” -*DOC Long Term Residential Client*

“I like the educational lecture/groups that teach us about my addictions.”
- *DOC Long Term Residential Client*

“The help you get in identifying your addiction, triggers, and relapse prevention.”
-*DOC Long Term Residential Client*

“Working together as a community, sharing life experiences, hopes and dreams. I have become more aware of my addiction and gathered tools to assist me into my successful recovery.” -*DOC Long Term Residential Client*

“The fact that it is helping me in my recovery and teaching me what I need to do to stay sober and out of trouble.” -*DOC Outpatient Client*

“This program allows a person to throw away “stinking thinking” and replace it with methods which are positive and enriching to our lives.”
-*DOC Outpatient Client*

“This program gave me a sense of truth about myself and who I was and who I am now. This program made me see I really had a problem and I need to change for the best.” -*DOC Outpatient Client*

“It’s very helpful for me and I need every bit of it, and I must say it’s helping me to learn about myself and addictions and where I need to go from here.”
-*DOC Outpatient Client*

Other Comments

“It gives me some structure that I misplaced.”
-*DOC Long Term Residential Client*

“I like most of the classes offered.” -*DOC Long Term Residential Client*

“The staff was helpful.” -*DOC Outpatient Client*

“My counselor is very good.” -*DOC Outpatient Client*

“Is there anything you would change about this program?”

DOC Long Term Residential

More Individual Counseling

“I feel we need more one-on-ones with counselors to help us deal with things, i.e. feelings, anger, etc. that come up with getting in touch with why we started our addictions.” -*DOC Long Term Residential Client*

“Yes, there would be more one-on-one counseling with your CD (chemical dependency) counselor.” -*DOC Long Term Residential Client*

“There is no mental health counseling available for people who need it and not once have I ever had a one-on-one counseling session with my chemical dependency counselor.” -*DOC Long Term Residential Client*

Address Other Needs

“I believe that a female therapeutic community has a high demand for sexual abuse counseling and this is treated almost as a taboo subject.”
-*DOC Long Term Residential Client*

“This program needs a bigger variety of skills classes, such as parenting, work search, career assessments plus it needs a lot more consistency.”
-*DOC Long Term Residential Client*

DOC Outpatient

Duration

“Put it back to just 5 weeks instead of 12 weeks because I’d rather have 5 days of this class than just 3 and it gets boring.” -*DOC Outpatient Client*

“Make the classes every day of the week so it’s not so long...so things are still fresh in my mind after the weekend.” -*DOC Outpatient Client*

Other Comments

“Some outside speakers that’s been where we are and how and what they did for their recovery to be successful and staying clean.” -*DOC Outpatient Client*

“Get away from the 12 steps and all the writing.” -*DOC Outpatient Client*

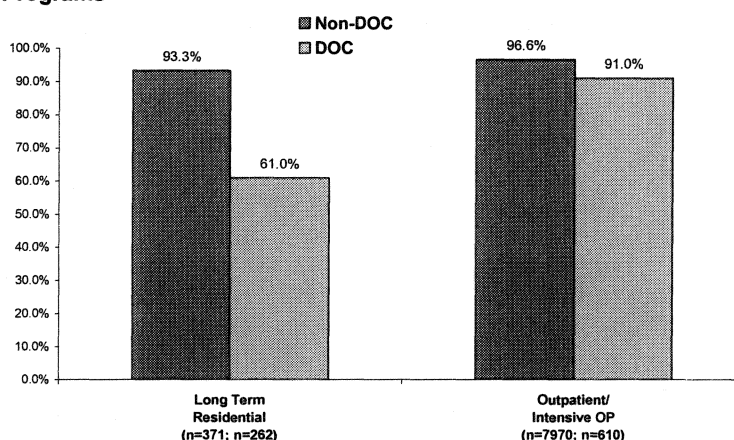
**Adult Client Satisfaction
in Community Treatment Programs
Compared to
Department of Corrections (DOC)
Treatment Programs**

Was there a difference in client satisfaction between community and Department of Corrections (DOC) treatment programs?

Satisfaction with Service Received*

There was a difference observed between community and DOC programs with respect to satisfaction received in long term residential with community clients appearing to be more satisfied than DOC clients. There was no appreciable difference between the two groups with respect to outpatient treatment.

Percent of Clients Satisfied with Service Received in Non-DOC versus DOC Long Term Residential and Outpatient Programs

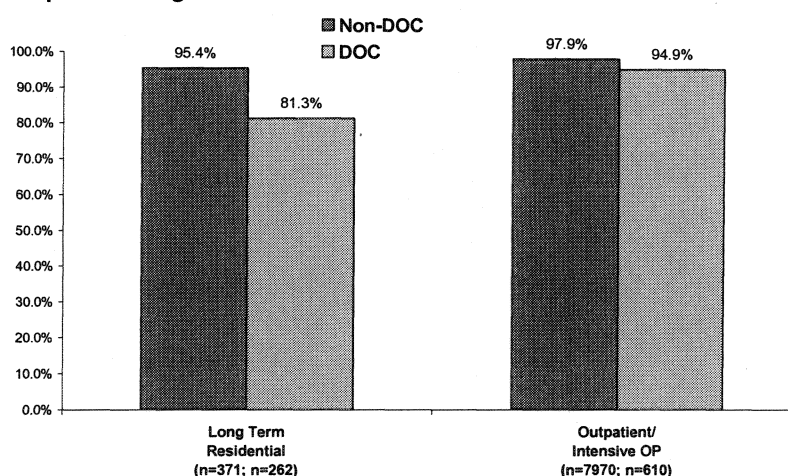


SOURCE: Tables 1a and 3a, Appendix A.

Respect from Staff**

Adult clients in community long term residential programs had a higher proportion of those reporting that staff treated them with respect compared to adults in DOC long term residential. The proportion of adults reporting that staff treated them with respect in non-DOC outpatient is not very different from that of adults in DOC outpatient programs.

Percent of Clients Reporting that Staff Treated Them with Respect in Non-DOC versus DOC Long Term Residential and Outpatient Programs



SOURCE: Tables 1a and 3a, Appendix A.

*Includes those reporting they were very or mostly satisfied with service received.

**Includes those reporting they were treated with respect all or some of the time.

Youth Responses

by Modality

Satisfaction with Service Received

Satisfaction with Comfort and Appearance of Facility

Respect from Staff

Feeling Safe

Helpfulness of Group Sessions

Helpfulness of Individual Counseling

“...Would you come back to this program?”

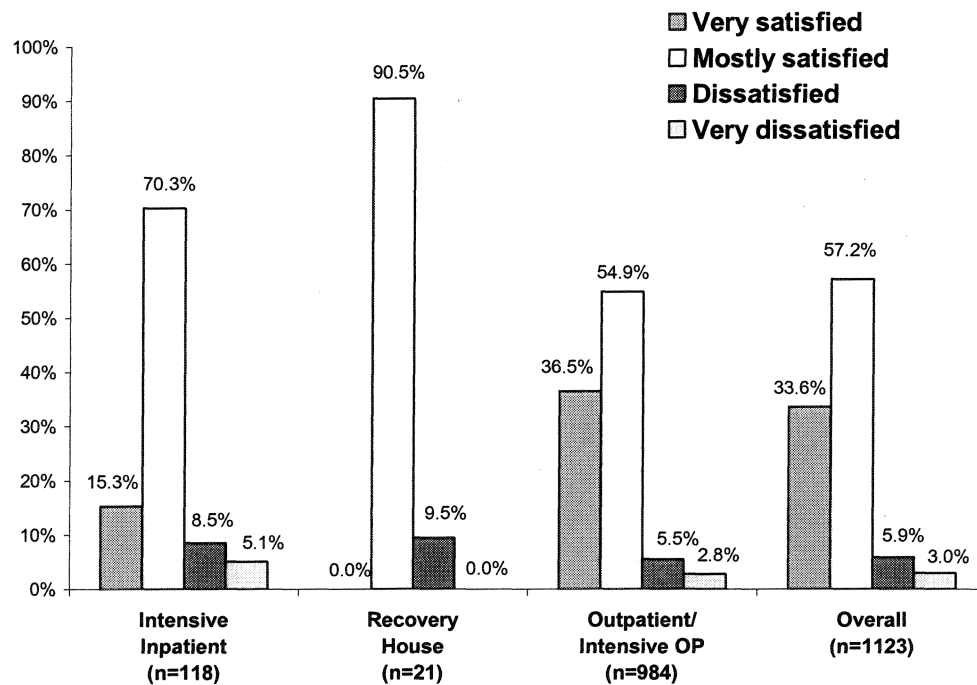
What do you like about this program?

What do you not like about this program?

Satisfaction with Service Received

- Overall, 91 percent of youth clients reported that they were satisfied with the service they received with 34 percent saying they were very satisfied and 57 percent saying they were mostly satisfied.
- Youth clients in intensive inpatient (86%) had a lower proportion of those who said that they were satisfied with the service they received compared to youth clients in recovery house (91%) and outpatient (91%).

Q1. How satisfied are you with the service you have received?

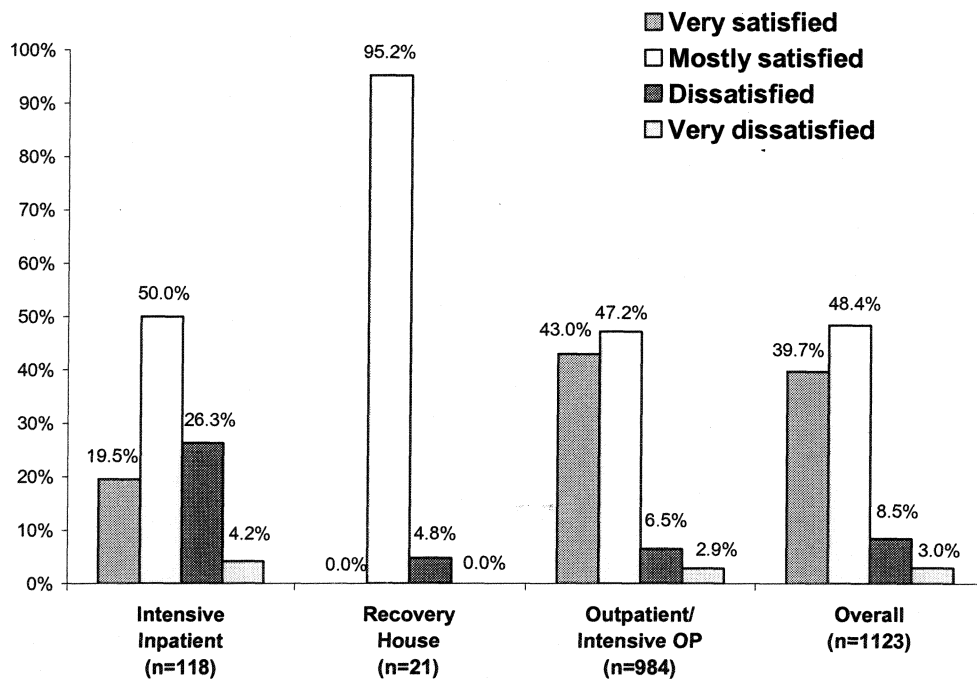


SOURCE: Table 4a, Appendix A.

Satisfaction with Comfort and Appearance of Facility

- Eighty-eight percent of youth clients said that they were satisfied with the comfort and appearance of their facility with 40 percent saying they were very satisfied and 48 percent saying they were mostly satisfied.
- Seventy percent of youth clients in intensive inpatient said that they were satisfied with the comfort and appearance of their facility as opposed to 95 percent in recovery house and 90 percent in outpatient.

Q2. How satisfied are you with the comfort and appearance of this facility?

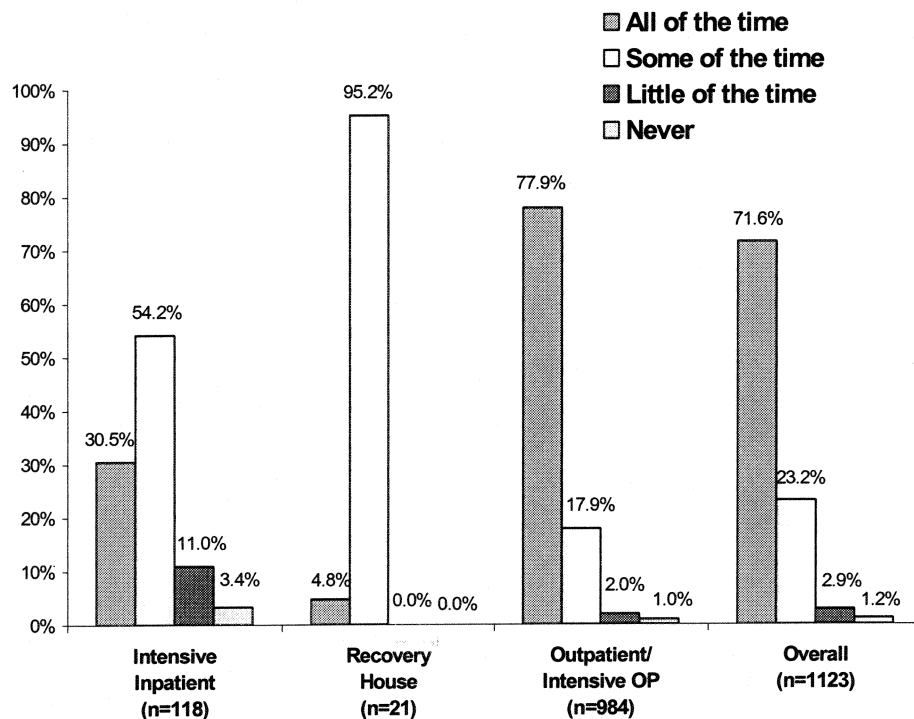


SOURCE: Table 4a, Appendix A.

Respect from Staff

- Almost 72 percent of youth clients reported that staff treated them with respect all of the time.
- Seventy-eight percent of youth clients in outpatient said that staff treated them with respect all of the time compared to 31 percent of youth clients in intensive inpatient and five percent of youth clients in recovery house.

Q3. Would you say our staff treated you with respect?

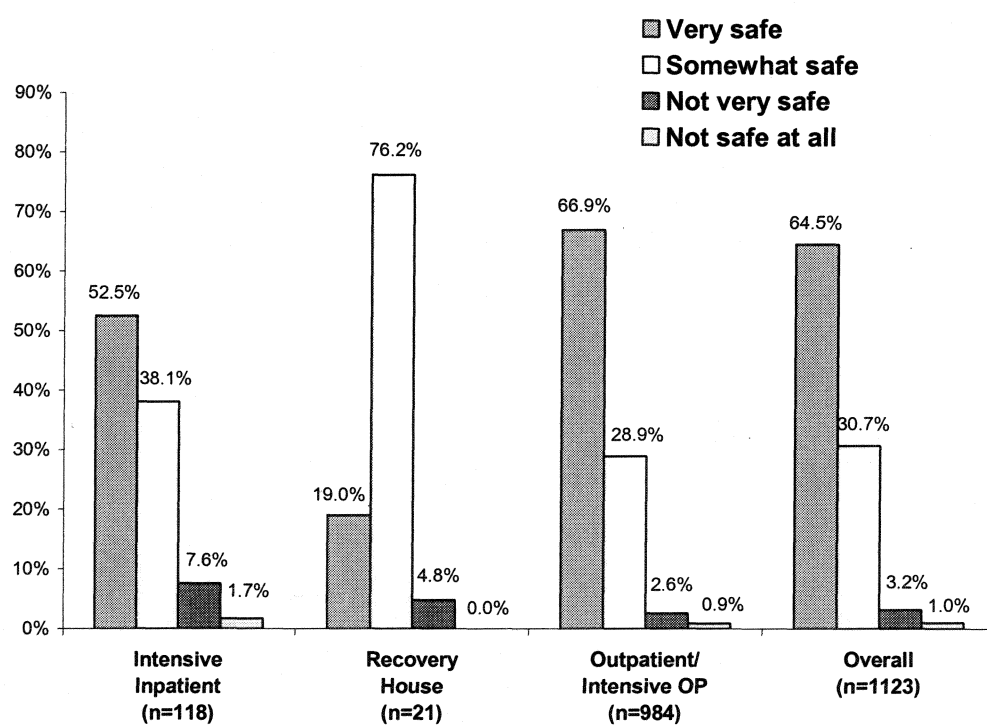


SOURCE: Table 4a, Appendix A.

Feeling Safe

- Overall, 96 percent of youth clients reported that they felt safe in their program with 65 percent saying that they felt very safe and 31 percent saying that they felt somewhat safe.
- Ninety-one percent of youth clients in intensive inpatient reported that they felt safe in their program compared to 95 percent of youth clients in recovery house and 96 percent of youth clients in outpatient programs.

Q4. How safe do you feel in this program?

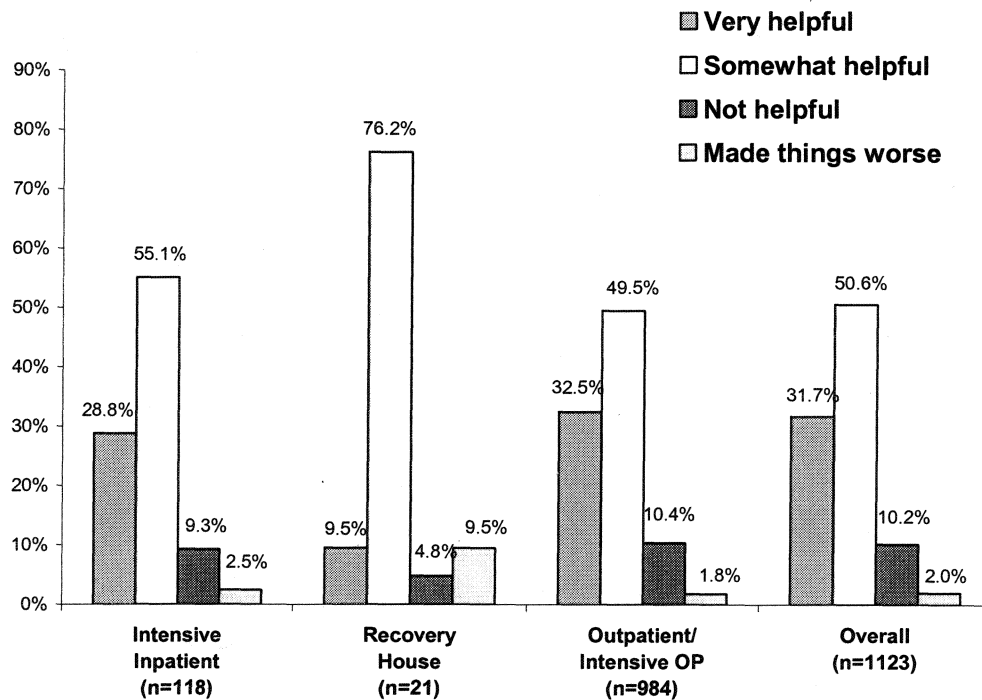


SOURCE: Table 4a, Appendix A.

Helpfulness of Group Sessions

- Eighty-three percent of youth clients reported that the group sessions were helpful with 51 percent saying they were very helpful and 32 percent saying they were somewhat helpful.
- Across modalities, there was little difference in the proportion of youth clients saying that the group sessions were helpful.

Q5. How helpful are the group sessions?

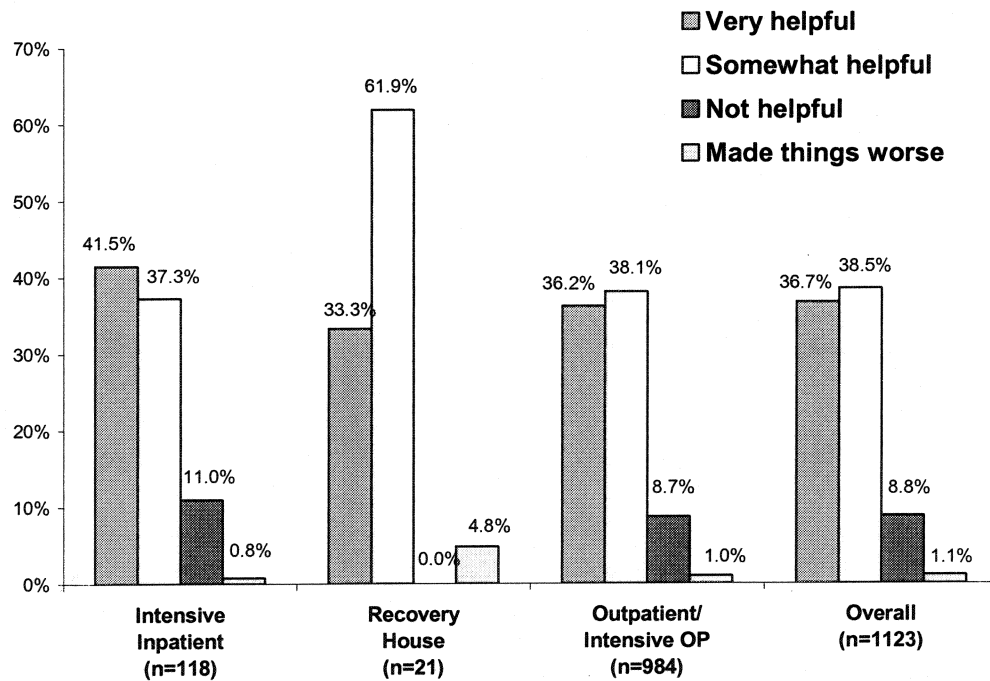


SOURCE: Table 4a, Appendix A.

Helpfulness of Individual Counseling

- Overall, seventy-six percent of youth clients reported that individual counseling was helpful with 37 percent saying it was very helpful and 39 percent saying it was somewhat helpful.
- Seventy-four percent of youth clients in outpatient said that individual counseling was helpful compared to 79 percent of youth clients in intensive inpatient and 95 percent of youth clients in recovery house.

Q6. How helpful is the individual counseling?

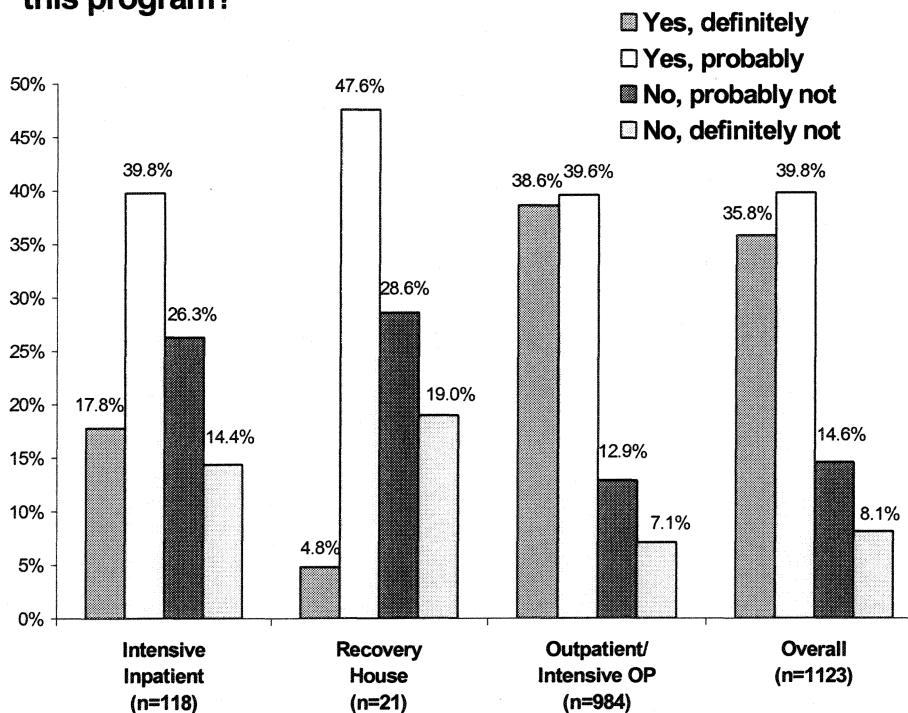


SOURCE: Table 4a, Appendix A.

“...Would you come back to this program?”

- Overall, 76 percent of youth clients said that they would come back to the same program if they were to seek help again with nearly 36 percent saying they would definitely come back and almost 40 percent saying they would probably come back.
- Seventy-eight percent of youth clients in outpatient said that they would come back to the same program compared to 58 percent of youth clients in intensive inpatient and 52 percent of youth clients in recovery house.

Q7. If you were to seek help again, would you come back to this program?



SOURCE: Table 4a, Appendix A.

“What do you like about this program?”

Help, Support, and Skill-building

“It helped me know myself better, and it’s teaching me skills to use next time I get offered drugs or alcohol.” -*Intensive Inpatient Youth Client*

“It deals with things that make someone relapse and helps them out with that.”
-*Intensive Inpatient Youth Client*

“How all my medical and psychological and emotional needs are met.”
-*Recovery House Youth Client*

“I like the support. You learn a lot of tools, and you get a lot of clean time on your back when you leave.” -*Recovery House Youth Client*

“It is positive, and you can get a lot of help from meetings.”
-*Recovery House Youth Client*

“It is helpful to me so that I don’t do any drugs, because it is helpful to talk about everything that I do.” -*Outpatient Youth Client*

“It has really helped me in my recovery.” -*Outpatient Youth Client*

“That it helps me stay clean.” -*Outpatient Youth Client*

Counseling and Counselors

“I like how the counselors help me out with my issues and problems. I like almost everything.” -*Intensive Inpatient Client*

“The one-on-one time with my counselor.” -*Intensive Inpatient Youth Client*

“I get some help from my CDP. I get three meals a day and a warm bed.”
-*Recovery House Youth Client*

“I feel safe telling my secrets to the counselors.” -*Outpatient Youth Client*

“I like my counselor. We learn a lot of things that will help us through life.”
-*Outpatient Youth Client*

“I like that you are able to open up to your counselor, and she won’t tell your parents what you say.” -*Outpatient Youth Client*

Other Comments

"I like guitar lessons, recreation, outings, meetings, passes."

-Intensive Inpatient Youth Client

"I like the treatment format." *-Intensive Inpatient Youth Client*

"I like the compassion I see in other's eyes and the comfort I feel to be able to express past and present emotions." *-Recovery House Youth Client*

"It is something to do." *-Outpatient Youth Client*

“What do you not like about this program?”

Intensive Inpatient and Recovery House

Policies

“I dislike some of the ridiculous rules.” -*Intensive Inpatient Youth Client*

“We only get 5-minute phone calls once a week. We can’t listen to music; I only get to see my family once every other week.” -*Intensive Inpatient Youth Client*

“Gender separation.” -*Intensive Inpatient Youth Client*

“We can’t touch each other, we can’t listen to our CD players, can’t go to many places, only 1 hour of outside time, not good visiting time, don’t get to communicate.” -*Recovery House Youth Client*

“There is no smoking.” -*Recovery House Youth Client*

Staff

“Staff behavior, often disregard, disrespect.” -*Intensive Inpatient Youth Client*

“Staff -- because they need not be so judgmental and be more respectful.”
-*Intensive Inpatient Youth Client*

“Certain staff takes things too personal and cry about it. The way mornings are done, staff acts all high and mighty.” -*Recovery House Youth Client*

“The staff is immature and unfair.” -*Recovery House Youth Client*

“That the administrators and such are extremely cynical and the staff’s word is unexceptionally taken as truth above the resident’s.”
-*Recovery House Youth Client*

“They take a lot away. Staff is rude. Sometimes staff and counselors don’t listen.” -*Recovery House Youth Client*

Other Comments

“Being in here so long, being so far away from home, unsure of discharge date, some of the females here.” -*Intensive Inpatient Youth Client*

“And our food sucks. And I feel as if I am in jail.”
-*Recovery House Youth Client*

Outpatient/Intensive Outpatient

Schedule

"I don't like coming here 3 times a week." -*Outpatient Youth Client*

"Coming every week." -*Outpatient Youth Client*

"Too many hours out of the week." -*Outpatient Youth Client*

"How time consuming it is." -*Outpatient Youth Client*

Staff Attitude

"People are refused treatment because of the way they dress."
-*Outpatient Youth Client*

"Discrimination." -*Outpatient Youth Client*

"Some people that have never had a problem (staff) and try to tell you how to feel or that they know how you feel." -*Outpatient Youth Client*

Other Comments

"The idea that each person gets 2 hours of treatment when in reality a person may get 20 minutes per session. An outline would be helpful and the minimum requirement." -*Outpatient Youth Client*

"How some groups are just pointless. Takes up too much time. They tell us the same stuff over and over." -*Outpatient Youth Client*

Youth Client Satisfaction: Differences Between Groups

Did youth client satisfaction differ among racial/ethnic groups?

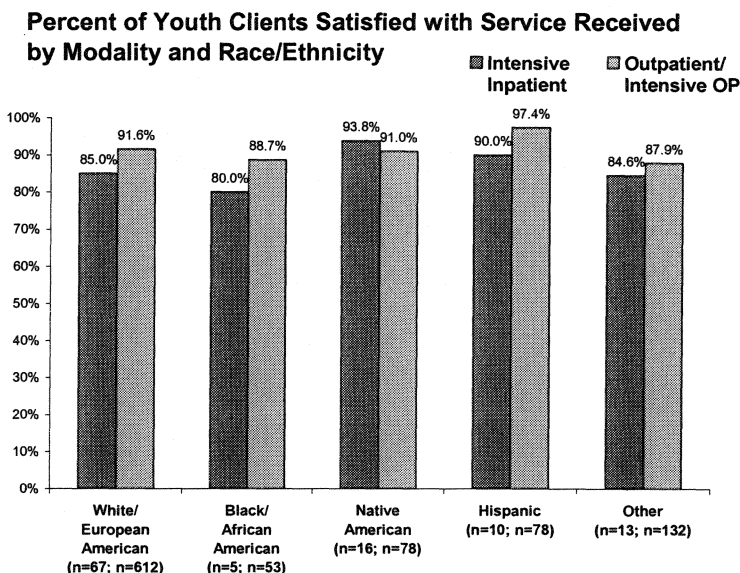
Did youth client satisfaction vary by length of stay in treatment?

Did privately paying and publicly funded youth clients differ in client satisfaction?

Did youth client satisfaction differ among racial/ethnic groups?

Satisfaction with Service Received*

Within intensive inpatient and outpatient, Black/African American youth clients appeared to have lower proportion of those saying that they were satisfied with the service they received, although this observation should be regarded with caution as there were very few Black/African American youth clients.

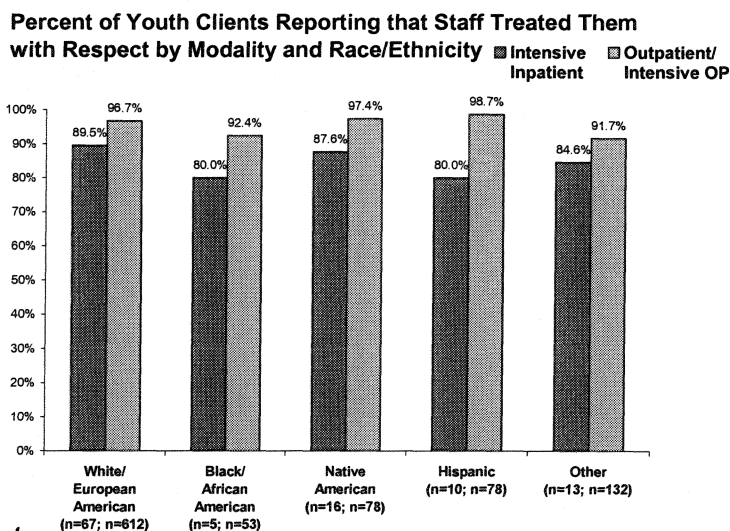


SOURCE: Table 5a, Appendix A.

Respect from Staff**

Within intensive inpatient, Black and Hispanic youth clients reported lower proportion of those saying that staff treated them with respect. Again, this result should be interpreted with caution because of the small number of Black and Hispanic youth clients.

Within outpatient, racial/ethnic groups showed very little difference in the proportion of clients saying that staff treated them with respect.



SOURCE: Table 5a, Appendix A.

*Includes those reporting they were very or mostly satisfied with service received.

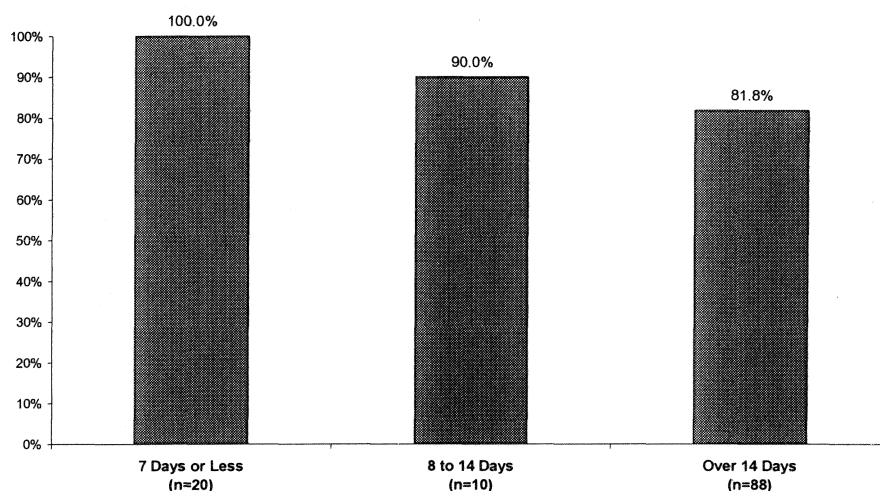
**Includes those reporting they were treated with respect all or some of the time.

Did youth client satisfaction vary by length of stay in treatment?

Satisfaction with Service Received

As opposed to youth clients in outpatient programs (see Table 5b, Appendix A), those in intensive inpatient (shown) differed in the proportion of youth clients satisfied with service received when broken down into varying lengths of stay in treatment. Those who had been in treatment for over 14 days had a lower percentage of clients satisfied with service received.

Percent of Youth Clients Satisfied with Service Received by Length of Stay in Intensive Inpatient



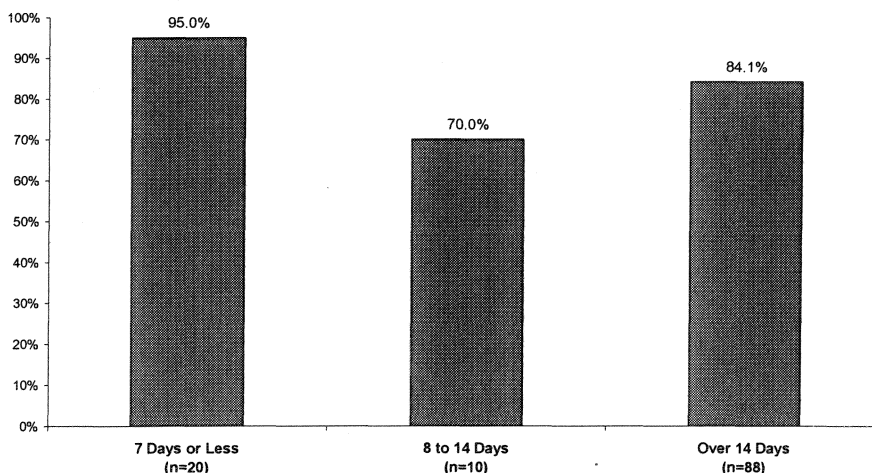
SOURCE: Table 5b, Appendix A.

Respect from Staff

Outpatient youth clients did not differ appreciably in the proportion of those who said that staff treated them with respect by varying lengths of stay in treatment (see Table 5b, Appendix A).

Within intensive inpatient, those who had been in treatment for 8 to 14 days (shown) reported lower proportion of clients saying that staff treated them with respect. This result should be interpreted with caution since there were only ten youth clients in this group.

Percent of Youth Clients Reporting that Staff Treated Them with Respect by Length of Stay in Intensive Inpatient



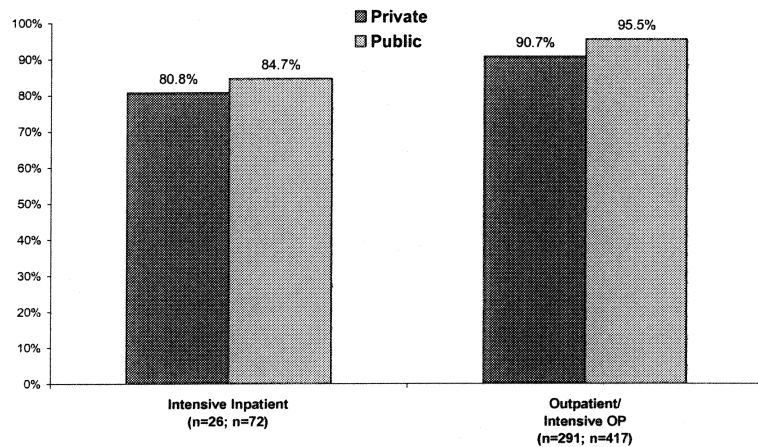
SOURCE: Table 5b, Appendix A.

Did privately paying and publicly funded youth clients differ in client satisfaction?

Satisfaction with Service Received

Within each modality, privately paying and publicly funded youth clients did not differ in the proportion of clients reporting that they were satisfied with service received.

Percent of Youth Clients Satisfied with Service Received by Modality and Funding

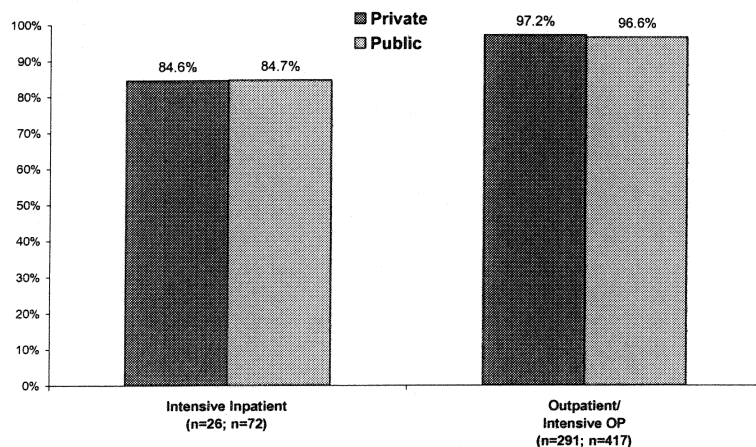


SOURCE: Table 5c, Appendix A.

Respect from Staff

Regardless of modality, privately paying and publicly funded youth clients had very similar proportion of clients saying that they were treated with respect.

Percent of Youth Clients Reporting that Staff Treated Them with Respect by Modality and Funding



SOURCE: Table 5c, Appendix A.

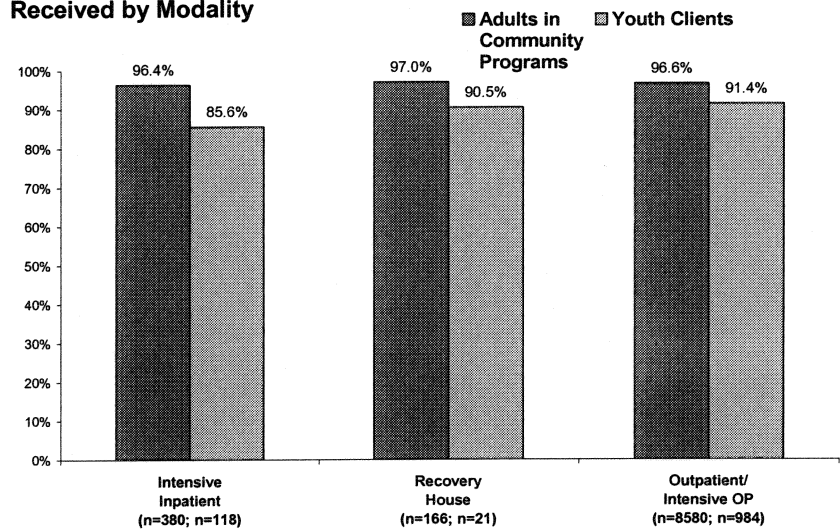
Youth Compared to Adult Client Satisfaction

Was there a difference in client satisfaction between adults and youth?

Satisfaction with Service Received

Regardless of modality, youth clients appeared to have lower proportion of those who reported that they were satisfied with the service they received.

Percent of Adult and Youth Clients Satisfied with Service Received by Modality

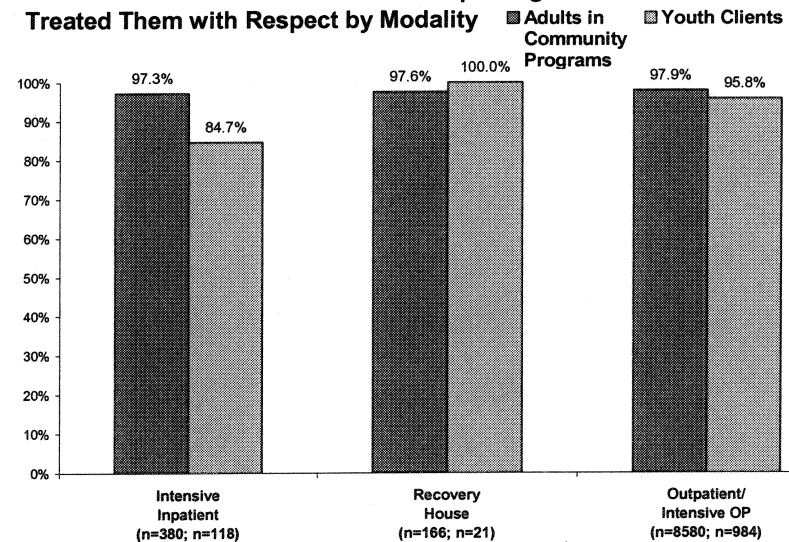


SOURCE: Tables 1a and 4a, Appendix A.

Respect from Staff

In contrast to adults, youth clients in intensive inpatient had a lower proportion of those who said that staff treated them with respect.

Percent of Adult and Youth Clients Reporting that Staff Treated Them with Respect by Modality



SOURCE: Tables 1a and 4a, Appendix A.

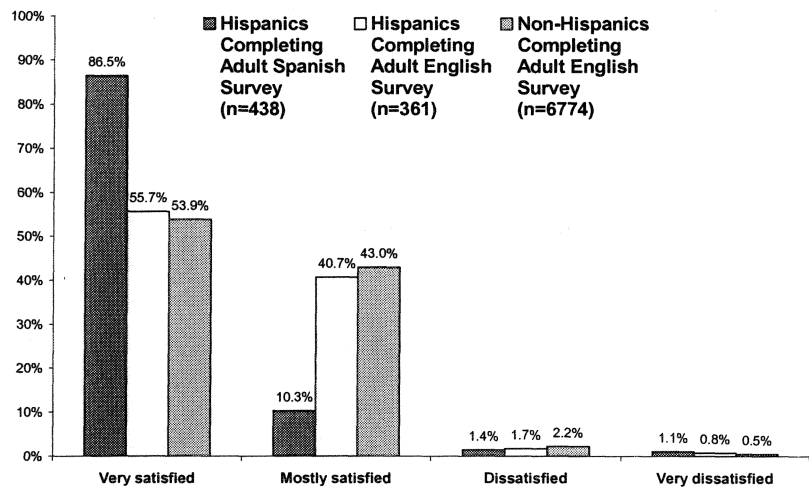
Spanish Translation and English Version of the Survey Compared

Was there a difference in client satisfaction between Hispanic clients who completed the Spanish translation and Hispanics and non-Hispanics who completed the English version of the survey?*

Satisfaction with Service Received

Hispanic clients completing the Spanish translation of the survey (87%) had a higher proportion of those who reported that they were very satisfied with the service they received than Hispanic (56%) and non-Hispanic clients (54%) completing the English version of the survey.

Q1. In an overall, general sense, how satisfied are you with the service you have received?

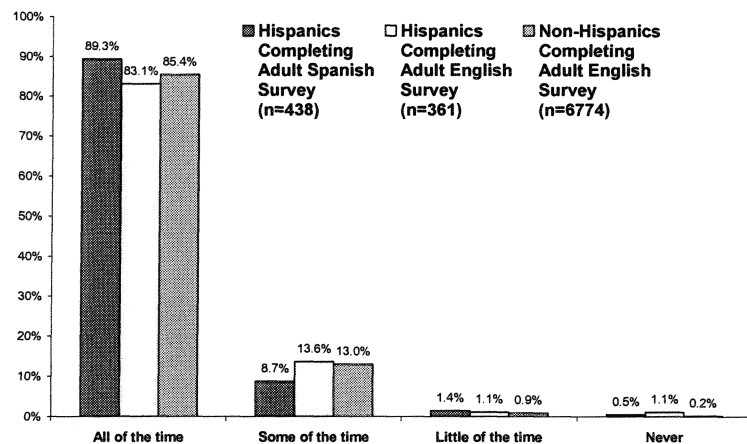


SOURCE: Table 6a, Appendix A.

Respect from Staff

There was little difference among the three groups in the proportion of clients reporting that staff treated them with respect staff all of the time.

Q3. Would you say our staff treated you with respect?



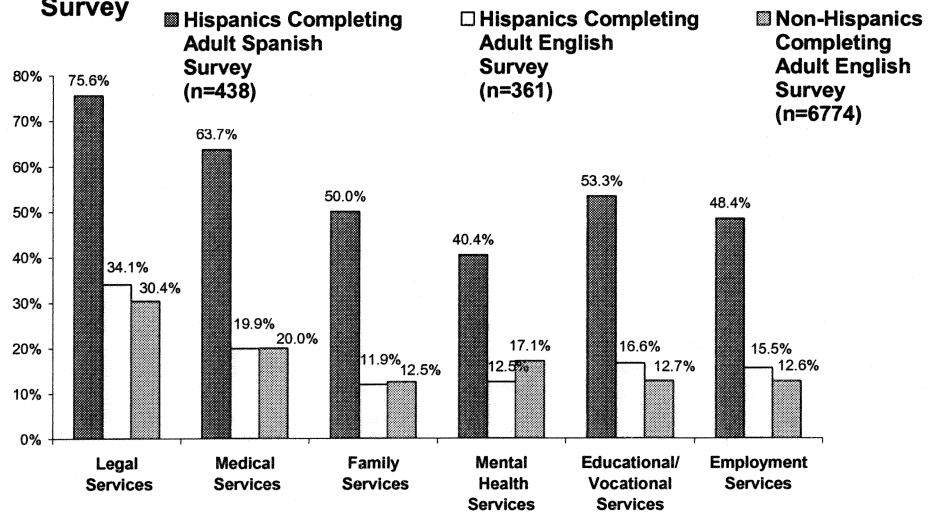
SOURCE: Table 6a, Appendix A.

*All of the 439 Spanish translated surveys returned to DASA were adult Spanish surveys. Since 438 of these surveys came from non-DOC (Department of Corrections) outpatient programs, the comparison between the Spanish and English surveys was restricted to non-DOC outpatient programs.

Need for Services

Hispanics completing the Spanish translation of the client satisfaction survey appeared to have a higher proportion of those reporting that they needed legal, medical, family, mental health, educational or vocational, and employment services.

Percent of Hispanics Completing the Adult Spanish Survey Who Reported They Needed Services Compared with Other Hispanics and Non-Hispanics Completing the Adult English Survey

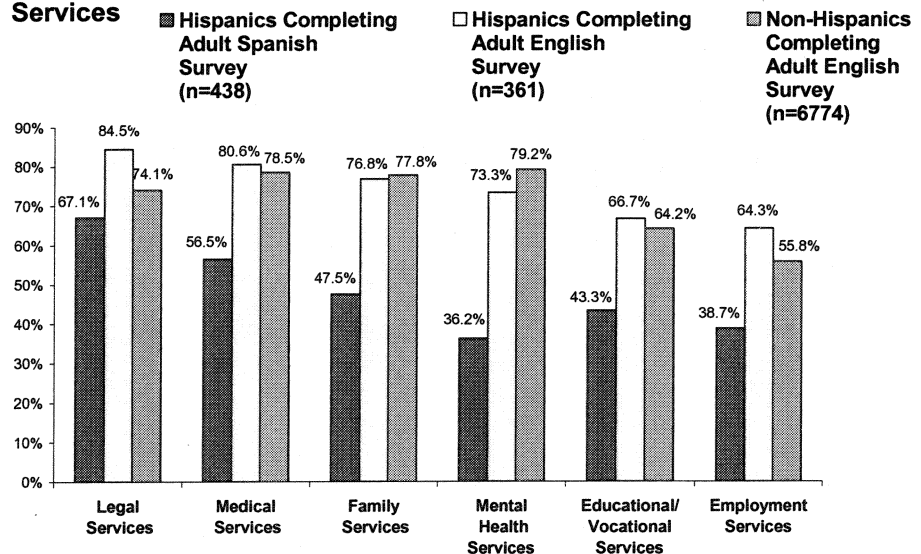


SOURCE: Table 6b, Appendix A.

Helpfulness of Treatment Program in Identifying and Finding Needed Services

Among those who reported a need for services, Hispanics who completed the Spanish translation of the client satisfaction survey were the least likely to report that agencies were helpful in assisting them to identify and find the services they needed.

Percent of Clients Needing Services Who Reported Their Program was Helpful in Assisting them to Identify and Find Services



SOURCE: Table 6b, Appendix A.

How Providers Used the Results of the 2001 Client Satisfaction Survey

Agencies that participated in the 2001 client satisfaction survey used their survey results in various ways. The following quotes illustrate how providers used the survey not only to assess client satisfaction but, also, to meet the needs of their clients.

"I used them (the data) as a marketing tool for my agency."

"My agency serves primarily court-mandated clients, and the only time the county judge and prosecutor ever hear about my treatment program, it's from a client who dropped out of treatment, got in trouble with the law again, and showed up back in court. Obviously, he (she) did not have great things to say about my program. So, I took these results (of the 2001 Client Satisfaction Survey) and made a lunch appointment with both the judge and prosecutor. I think it gave them a different view of how we are doing."

"In my residential program, I and some of my counselors had felt we were keeping our patients too busy with activities. We thought we ought to be giving them more leisure time. Turns out, they are telling us they have too much down time and want more physical recreational activities—they're gaining too much weight with all that we feed them (even though they're not wild about the food)."

"In our county agency, we have been trying to get another window put in to our group therapy room—it's so dark and dingy in there. But the county would never do it. Seeing so many of our clients mention this on the survey, we were able to go back to the county with these (client satisfaction survey) data, and now we've got our window."

"Many more clients than I thought said they needed

assistance with medical services. We are taking steps to bring in a nurse practitioner for consultation purposes.”

“I got some very helpful and constructive feedback about some of my counselors, which I was able to share with them as individuals. I set up the survey with enough confidentiality in filling it out that I think the clients felt a little freer to say how they really felt.”

“There were many more clients with mental health problems than I had thought.”

“I see this as a baseline and look forward to comparing next year’s results with it to see if we have made any progress.”

“As I looked at our clients’ needs, in relation to the statewide totals, I felt that we had a much stronger need for auxiliary services in relation to other agencies.”

“This satisfaction survey has got me thinking about other outcome studies I should be doing.”

Technical Notes

What instruments were used in the survey?

The instruments used in the survey included an English and a Spanish translation of the adult and youth client satisfaction questionnaires (see Appendix B). The development and translation of the survey instruments are described in a separate report.¹

Who administered the survey?

The survey was administered by participating Washington State alcohol and drug treatment agencies to adult and youth clients who were receiving treatment during the week of March 25, 2002.

How were agencies selected to participate in the statewide survey?

Agencies were selected by voluntary participation. Using data from the DASA management information system, Treatment and Assessment Report Generation Tool (TARGET), a list of 460 certified agencies that, as of January 25, 2002, were known to be operating in Washington State, was generated. On January 30, 2002, invitations were mailed to directors of all the 460 agencies requesting their agency to participate in the statewide survey to be held during the week of March 25, 2002. The invitation included: (a) a cover letter stating the purpose of the survey and the promise that they will receive a confidential report of their agency's survey results, (b) copies of the survey instruments, (c) a copy of the "Guidelines for Administration" (see Appendix B), and (d) a survey confirmation form to be returned to DASA.

How many agencies participated in the survey?

The table below shows that 58.5 percent of the 460 agencies in the mailing list agreed to participate in the statewide survey. The survey captured 75 percent of the public agencies and 37 percent of the private agencies in the mailing list.

Agencies in the Mailing List by Participation Status

Participation Status	Public Agencies* (n=257)	Private Agencies (n=203)	TOTAL (n=460)
Participating	193 (75.1%)	76 (37.4%)	269 (58.5%)
Non-participating	64 (24.9%)	127 (62.6%)	191 (41.5%)

*An agency was identified as public if any of the following services, such as intensive inpatient, recovery house, long-term residential, outpatient/intensive outpatient, and methadone program, was known, as of January 25, 2002, to receive funding from any of the following sources: state, county, federal, or tribal government.

How did treatment agencies administer the survey?

The survey was administered by treatment agencies using the "Guidelines for Administration," a one-page document containing helpful information on how providers can administer the survey in their agency (see Appendix B). DASA provided treatment agencies with copies of the survey instruments and pencils for the use of clients.

¹Rodriguez, F. 2002. Development and Translation of the DASA Client Satisfaction Survey Instruments. Olympia, Washington: Division of Alcohol and Substance Abuse.

How were clients selected to participate in the survey?

During the week of March 25, 2002, agencies asked all clients who were participating in treatment to complete the client satisfaction survey. A survey of alcohol and drug state agencies conducted by DASA in 1998 revealed that this is the most common method of sampling being used by states that have a statewide, standard system of assessing client satisfaction with treatment.² This method results in a cross-section of clients who are in different stages of treatment.

How many clients completed the client satisfaction survey?

The table below shows that 77 percent of the 15,512 clients who were receiving treatment in the 269 participating agencies completed the survey. The response rate was highest in intensive inpatient and lowest in methadone programs.

Survey Response Rate by Treatment Modality

Treatment Modality	Number of Clients Receiving Treatment During the Week of March 25, 2002*	Number of Clients Completing the Client Satisfaction Survey During the Week of March 25, 2002	Response Rate
Intensive Inpatient	554	498	90%
Recovery House	219	187	85%
Long-term Residential	734	633	86%
Outpatient/Intensive Outpatient	11614	9564	82%
Methadone	2391	1118	47%
OVERALL	15512	12000	77%

*These figures were reported by participating agencies.

Who was responsible for analyzing the survey data?

Completed surveys were returned by participating treatment agencies to DASA and were scanned at the University of Washington Office of Educational Assessment. At DASA, Felix Rodriguez, Ph.D., analyzed the survey data and prepared the statewide report.

²Rodriguez, F.I., Krupski, A., Wrede, A. F., Malmer, D. W., and Stark, K. D. 1998. Assessing Client Satisfaction with Substance Abuse Treatment: What are states doing? Olympia, Washington: Division of Alcohol and Substance Abuse.

Appendix A

Table 1a. Community Treatment Programs: Client Responses to Questions 1 - 6 of the DASA Adult Client Satisfaction Survey by Treatment Modality, March 25-29, 2002

Table 1b. Community Treatment Programs: Client Responses to Questions 7 - 12 of the DASA Adult Client Satisfaction Survey by Treatment Modality, March 25-29, 2002

Table 1c. Community Treatment Programs: Characteristics of Clients Completing the DASA Adult Client Satisfaction Survey by Treatment Modality, March 25-29, 2002

Table 2a. Community Treatment Programs: Adult Client Responses to Questions 1 and 3 by Modality and Race/Ethnicity

Table 2b. Community Treatment Programs: Adult Client Responses to Questions 1 and 3 by Modality and Length of Stay in Treatment

Table 2c. Community Treatment Programs: Adult Client Responses to Questions 1 and 3 by Modality and Funding

Table 3a. Department of Corrections: Client Responses to Questions 1 - 6 of the DASA Adult Client Satisfaction Survey by Treatment Modality, March 25-29, 2002

Table 3b. Department of Corrections: Client Responses to Questions 7 - 12 of the DASA Adult Client Satisfaction Survey by Treatment Modality, March 25-29, 2002

Table 3c. Department of Corrections: Characteristics of Clients Completing the DASA Adult Client Satisfaction Survey by Treatment Modality, March 25-29, 2002

Table 4a. Client Responses to Questions 1 - 7 of the DASA Youth Client Satisfaction Survey by Treatment Modality, March 25-29, 2002

Table 4b. Characteristics of Clients Completing the DASA Youth Client Satisfaction Survey by Treatment Modality, March 25-29, 2002

Table 5a. Youth Client Responses to Questions 1 and 3 by Modality and Race/Ethnicity

Table 5b. Youth Client Responses to Questions 1 and 3 by Modality and Length of Stay in Treatment

Table 5c. Youth Client Responses to Questions 1 and 3 by Modality and Funding

Table 6a. Client Responses to Questions 1 - 6 of the Adult Spanish Compared to the Adult English Client Satisfaction Survey

Table 6b. Client Responses to Questions 7 - 12 of the Adult Spanish Compared to the Adult English Client Satisfaction Survey

Table 6c. Characteristics of Clients Completing the Adult Spanish Compared to Clients Completing the Adult English Client Satisfaction Survey

Table 1a.
Community Treatment Programs: Client Responses to Questions 1 - 6 of the DASA Adult Client
Satisfaction Survey by Treatment Modality, March 25-29, 2002

DASA Adult Client Satisfaction Survey Questions 1 - 6	Intensive Inpatient (n=380)	Recovery House (n=166)	Long Term Residential (n=371)	Outpatient/ Intensive OP (n=7970)	Methadone (n=1118)	Overall (n=10005)
Q1. In an overall, general sense, how satisfied are you with the service you have received?						
Very satisfied	194 (51.1%)	91 (54.8%)	151 (40.7%)	4454 (55.9%)	443 (39.6%)	5333 (53.3%)
Mostly satisfied	172 (45.3%)	70 (42.2%)	195 (52.6%)	3241 (40.7%)	572 (51.2%)	4250 (42.5%)
Dissatisfied	4 (1.1%)	4 (2.4%)	18 (4.9%)	171 (2.1%)	66 (5.9%)	263 (2.6%)
Very dissatisfied	4 (1.1%)	1 (0.6%)	5 (1.3%)	48 (0.6%)	25 (2.2%)	83 (0.8%)
Did not respond	6 (1.6%)		2 (0.5%)	56 (0.7%)	12 (1.1%)	76 (0.8%)
Q2. In general, how satisfied are you with the comfort and appearance of this facility?						
Very satisfied	169 (44.5%)	70 (42.2%)	167 (45.0%)	4409 (55.3%)	457 (40.9%)	5272 (52.7%)
Mostly satisfied	188 (49.5%)	88 (53.0%)	182 (49.1%)	3260 (40.9%)	530 (47.4%)	4248 (42.5%)
Dissatisfied	17 (4.5%)	7 (4.2%)	17 (4.6%)	194 (2.4%)	95 (8.5%)	330 (3.3%)
Very dissatisfied	1 (0.3%)	1 (0.6%)	3 (0.8%)	60 (0.8%)	19 (1.7%)	84 (0.8%)
Did not respond	5 (1.3%)		2 (0.5%)	47 (0.8%)	17 (1.5%)	71 (0.7%)
Q3. Would you say our staff treated you with respect?						
All of the time	243 (63.9%)	117 (70.5%)	222 (59.8%)	6783 (85.1%)	696 (62.3%)	8061 (80.6%)
Some of the time	127 (33.4%)	45 (27.1%)	132 (35.6%)	1023 (12.8%)	338 (30.2%)	1665 (16.9%)
Little of the time	7 (1.8%)	4 (2.4%)	14 (3.8%)	73 (0.9%)	64 (5.7%)	162 (1.6%)
Never			1 (0.3%)	20 (0.3%)	6 (0.5%)	27 (0.3%)
Did not respond	3 (0.8%)		2 (0.5%)	71 (0.9%)	14 (1.3%)	90 (0.9%)
Q4. How do you rate the helpfulness of the group sessions?						
Very helpful	257 (67.6%)	112 (67.5%)	218 (58.8%)	4929 (61.8%)	373 (33.4%)	5889 (58.9%)
Somewhat helpful	107 (28.2%)	51 (30.7%)	132 (35.6%)	2561 (32.1%)	384 (34.3%)	3235 (32.3%)
Not helpful	5 (1.3%)	2 (1.2%)	14 (3.8%)	193 (2.4%)	90 (8.1%)	304 (3.0%)
Made things worse			1 (0.3%)	21 (0.3%)	12 (1.1%)	34 (0.3%)
Did not receive	3 (0.8%)		3 (0.8%)	153 (1.9%)	218 (19.5%)	377 (3.8%)
Did not respond	8 (2.1%)	1 (0.6%)	3 (0.8%)	113 (1.4%)	41 (3.7%)	166 (1.7%)
Q5. How do you rate the helpfulness of the individual counseling?						
Very helpful	244 (64.2%)	116 (69.9%)	193 (52.0%)	4925 (61.8%)	614 (54.9%)	6092 (60.9%)
Somewhat helpful	83 (21.8%)	33 (19.9%)	96 (25.9%)	1974 (24.8%)	364 (32.6%)	2550 (25.5%)
Not helpful	6 (1.6%)	4 (2.4%)	7 (1.9%)	217 (2.7%)	70 (6.3%)	304 (3.0%)
Made things worse	2 (0.5%)		1 (0.3%)	17 (0.2%)	13 (1.2%)	33 (0.3%)
Did not receive	37 (9.7%)	9 (5.4%)	65 (17.5%)	672 (8.4%)	25 (2.2%)	808 (8.1%)
Did not respond	8 (2.1%)	4 (2.4%)	9 (2.4%)	165 (2.1%)	32 (2.9%)	218 (2.2%)
Q6. If you were to seek help again, would you come back to this program?						
Yes, definitely	205 (53.9%)	92 (55.4%)	149 (40.2%)	4467 (56.0%)	685 (61.3%)	5598 (56.0%)
Yes, probably	126 (33.2%)	54 (32.5%)	141 (38.0%)	2656 (33.3%)	312 (27.9%)	3289 (32.9%)
No, probably not	35 (9.2%)	12 (7.2%)	44 (11.9%)	450 (5.6%)	56 (5.0%)	597 (6.0%)
No, definitely not	5 (1.3%)	5 (3.0%)	24 (6.5%)	140 (1.8%)	17 (1.5%)	191 (1.9%)
Did not respond	9 (2.4%)	3 (1.8%)	13 (3.5%)	257 (3.2%)	48 (4.3%)	330 (3.3%)

Table 1b.
Community Treatment Programs: Client Responses to Questions 7 - 12 of the DASA Adult Client
Satisfaction Survey by Treatment Modality, March 25-29, 2002

DASA Adult Client Satisfaction Survey Questions 7 - 12	Intensive Inpatient (n=380)	Recovery House (n=166)	Long Term Residential (n=371)	Outpatient/ Intensive OP (n=7970)	Methadone (n=1118)	Overall (n=10005)
Q7. Did you need <i>legal services</i> ?						
Yes	75 (19.7%)	49 (29.5%)	108 (29.1%)	2658 (33.4%)	178 (15.9%)	3068 (30.7%)
No	301 (79.2%)	115 (69.3%)	260 (70.1%)	5151 (64.6%)	922 (82.5%)	6749 (67.5%)
Did not respond	4 (1.1%)	2 (1.2%)	3 (0.8%)	161 (2.0%)	18 (1.6%)	188 (1.9%)
Q7a. IF YES, how helpful were we in assisting you to identify and find <i>legal services</i> ?	(n=75)	(n=49)	(n=108)	(n=2658)	(n=178)	(n=3068)
Very helpful	30 (40.0%)	15 (30.6%)	36 (33.3%)	1170 (44.0%)	56 (31.5%)	1307 (42.6%)
Somewhat helpful	24 (32.0%)	21 (42.9%)	29 (26.9%)	786 (29.6%)	46 (25.8%)	906 (29.5%)
Not very helpful	10 (13.3%)	7 (14.3%)	24 (22.2%)	231 (8.7%)	32 (18.0%)	304 (9.9%)
Not helpful at all	3 (4.0%)	1 (2.0%)	10 (9.3%)	257 (9.7%)	32 (18.0%)	303 (9.9%)
Did not respond	8 (10.7%)	5 (10.2%)	9 (8.3%)	214 (8.1%)	12 (6.7%)	248 (8.1%)
Q8. Did you need <i>medical services</i> ?						
Yes	212 (55.8%)	121 (72.9%)	311 (83.8%)	1807 (22.7%)	439 (39.3%)	2890 (28.9%)
No	165 (43.4 %)	42 (25.3%)	58 (15.6%)	5985 (75.1%)	661 (59.1%)	6911 (69.1%)
Did not respond	3 (0.8%)	3 (1.8%)	2 (0.5%)	178 (2.2%)	18 (1.6%)	204 (2.0%)
Q8a. IF YES, how helpful were we in assisting you to identify and find <i>medical services</i> ?	(n=212)	(n=121)	(n=311)	(n=1807)	(n=439)	(n=2890)
Very helpful	128 (60.4%)	68 (56.2%)	182 (58.5%)	877 (48.5%)	180 (41.0%)	1435 (49.7%)
Somewhat helpful	62 (29.2%)	36 (29.8%)	86 (27.7%)	474 (26.2%)	136 (31.0%)	794 (27.5%)
Not very helpful	11 (5.2%)	8 (6.6%)	27 (8.7%)	189 (10.5%)	54 (12.3%)	289 (10.0%)
Not helpful at all	7 (3.3%)	3 (2.5%)	9 (2.9%)	103 (5.7%)	40 (9.1%)	162 (5.6%)
Did not respond	4 (1.9%)	6 (5.0%)	7 (2.3%)	164 (9.1%)	29 (6.6%)	210 (7.3%)
Q9. Did you need <i>family services</i> ?						
Yes	113 (29.7%)	53 (31.9%)	115 (31.0%)	1173 (14.7%)	175 (15.7%)	1629 (16.3%)
No	261 (68.7%)	110 (66.3%)	252 (67.9%)	6597 (82.8%)	922 (82.5%)	8142 (81.4%)
Did not respond	6 (1.6%)	3 (1.8%)	4 (1.1%)	200 (2.5%)	21 (1.9%)	234 (2.3%)
Q9a. IF YES, how helpful were we in assisting you to identify and find <i>family services</i> ?	(n=113)	(n=53)	(n=115)	(n=1173)	(n=175)	(n=1629)
Very helpful	58 (51.3%)	29 (54.7%)	55 (47.8%)	510 (43.5%)	67 (38.3%)	719 (44.1%)
Somewhat helpful	30 (26.5%)	14 (26.4%)	35 (30.4%)	332 (28.3%)	59 (33.7%)	470 (28.9%)
Not very helpful	9 (8.0%)	6 (11.3%)	12 (10.4%)	176 (15.0%)	27 (15.4%)	230 (14.1%)
Not helpful at all	2 (1.8%)	3 (5.7%)	5 (4.3%)	69 (5.9%)	12 (6.9%)	91 (5.6%)
Did not respond	14 (12.4%)	1 (1.9%)	8 (7.0%)	86 (7.3%)	10 (5.7%)	119 (7.3%)
Q10. Did you need <i>mental health services</i> ?						
Yes	100 (26.3%)	46 (27.7%)	139 (37.5%)	1455 (18.3%)	346 (30.9%)	2086 (20.8%)
No	275 (72.4%)	117 (70.5%)	227 (61.2%)	6329 (79.4%)	747 (66.8%)	7695 (76.9%)
Did not respond	5 (1.3%)	3 (1.8%)	5 (1.3%)	186 (2.3%)	25 (2.2%)	224 (2.2%)
Q10a. IF YES, how helpful were we in assisting you to identify and find <i>mental health services</i> ?	(n=100)	(n=46)	(n=139)	(n=1455)	(n=346)	(n=2086)
Very helpful	43 (43.0%)	21 (45.7%)	58 (41.7%)	688 (47.3%)	118 (34.1%)	928 (44.5%)
Somewhat helpful	27 (27.0%)	12 (26.1%)	30 (21.6%)	372 (25.6%)	98 (28.3%)	539 (25.8%)
Not very helpful	15 (15.0%)	6 (13.0%)	34 (24.5%)	202 (13.9%)	59 (17.1%)	316 (15.1%)
Not helpful at all	4 (4.0%)	5 (10.9%)	13 (9.4%)	84 (5.8%)	40 (11.6%)	146 (7.0%)
Did not respond	11 (11.0%)	2 (4.3%)	4 (2.9%)	109 (7.5%)	31 (9.0%)	157 (7.5%)
Q11. Did you need <i>educational or vocational services</i> ?						
Yes	92 (24.2%)	59 (35.5%)	130 (35.0%)	1215 (15.2%)	212 (19.0%)	1708 (17.1%)
No	284 (74.7%)	105 (63.3%)	229 (61.7%)	6563 (82.3%)	884 (79.1%)	8065 (80.6%)
Did not respond	4 (1.1%)	2 (1.2%)	12 (3.2%)	192 (2.4%)	22 (2.0%)	232 (2.3%)
Q11a. IF YES, how helpful were we in assisting you to identify and find <i>educational or vocational services</i> ?	(n=92)	(n=59)	(n=130)	(n=1215)	(n=212)	(n=1708)
Very helpful	27 (29.3%)	22 (37.3%)	45 (34.6%)	418 (34.4%)	34 (16.0%)	546 (32.0%)
Somewhat helpful	30 (32.6%)	22 (37.3%)	41 (31.5%)	313 (25.8%)	60 (28.3%)	466 (27.3%)
Not very helpful	13 (14.1%)	5 (8.5%)	19 (14.6%)	211 (17.4%)	41 (19.3%)	289 (16.9%)
Not helpful at all	10 (10.9%)	4 (6.8%)	12 (9.2%)	111 (9.1%)	41 (19.3%)	178 (10.4%)
Did not respond	12 (13.0%)	6 (10.2%)	13 (10.0%)	162 (13.3%)	36 (17.0%)	229 (13.4%)
Q12. Did you need <i>employment services</i> ?						
Yes	80 (21.1%)	63 (38.0%)	135 (36.4%)	1181 (14.8%)	193 (17.3%)	1652 (16.5%)
No	296 (77.9%)	101 (60.8%)	230 (62.0%)	6616 (83.0%)	899 (80.4%)	8142 (81.4%)
Did not respond	4 (1.1%)	2 (1.2%)	6 (1.6%)	173 (2.2%)	26 (2.3%)	211 (2.1%)
Q12a. IF YES, how helpful were we in assisting you to identify and find <i>employment services</i> ?	(n=80)	(n=63)	(n=135)	(n=1181)	(n=193)	(n=1652)
Very helpful	17 (21.3%)	18 (28.6%)	38 (28.1%)	310 (26.2%)	30 (15.5%)	413 (25.0%)
Somewhat helpful	15 (18.8%)	19 (30.2%)	45 (33.3%)	317 (26.8%)	49 (25.4%)	445 (26.9%)
Not very helpful	19 (23.8%)	13 (20.6%)	21 (15.6%)	238 (20.2%)	43 (22.3%)	334 (20.2%)
Not helpful at all	21 (26.3%)	6 (9.5%)	16 (11.9%)	164 (13.9%)	50 (25.9%)	257 (15.6%)
Did not respond	8 (10.0%)	7 (11.1%)	15 (11.1%)	152 (12.9%)	21 (10.9%)	203 (12.3%)

Table 1c.
Community Treatment Programs: Characteristics of Clients Completing the DASA Adult Client
Satisfaction Survey by Treatment Modality, March 25-29, 2002

Client Characteristics	Intensive Inpatient (n=380)	Recovery House (n=166)	Long Term Residential (n=371)	Outpatient/ Intensive OP (n=7970)	Methadone (n=1118)	Overall (n=10005)
Age						
20 and younger	29 (7.6%)	16 (9.6%)	15 (4.0%)	402 (5.0%)	2 (0.2%)	464 (4.6%)
21 - 25	53 (13.9%)	15 (9.0%)	53 (14.3%)	1142 (14.3%)	51 (4.6%)	1314 (13.1%)
26 - 30	49 (12.9%)	37 (22.3%)	41 (11.1%)	1113 (14.0%)	87 (7.8%)	1327 (13.3%)
31 - 35	64 (16.8%)	24 (14.5%)	57 (15.4%)	1130 (14.2%)	108 (9.7%)	1383 (13.8%)
36 - 40	78 (20.5%)	32 (19.3%)	65 (17.5%)	1206 (15.1%)	140 (12.5%)	1521 (15.2%)
41 - 45	48 (12.6%)	14 (8.4%)	51 (13.7%)	1161 (14.6%)	202 (18.1%)	1476 (14.8%)
46 - 50	23 (6.1%)	17 (10.2%)	44 (11.9%)	731 (9.2%)	229 (20.5%)	1044 (10.4%)
51 - 55	22 (5.8%)	5 (3.0%)	19 (5.1%)	412 (5.2%)	118 (10.6%)	576 (5.8%)
Over 55	8 (2.1%)	2 (1.2%)	14 (3.8%)	335 (4.2%)	63 (5.6%)	422 (4.2%)
Did not respond	6 (1.6%)	4 (2.4%)	12 (3.2%)	338 (4.2%)	118 (10.6%)	478 (4.8%)
Gender						
Male	203 (53.4%)	88 (53.0%)	258 (69.5%)	5477 (68.7%)	474 (42.4%)	6500 (65.0%)
Female	173 (45.5%)	74 (44.6%)	107 (28.8%)	2245 (28.2%)	541 (48.4%)	3140 (31.4%)
Did not respond	4 (1.1%)	4 (2.4%)	6 (1.6%)	248 (3.1%)	103 (9.2%)	365 (3.6%)
Ethnic/Racial Background						
White/European American	255 (67.1%)	105 (63.3%)	253 (68.2%)	5531 (69.4%)	775 (69.3%)	6919 (69.2%)
Black/African American	20 (5.3%)	10 (6.0%)	44 (11.9%)	382 (4.8%)	56 (5.0%)	512 (5.1%)
Asian/Pacific Islander	5 (1.3%)	1 (0.6%)	3 (0.8%)	160 (2.0%)	25 (2.2%)	194 (1.9%)
Native American/Eskimo/Aleut	51 (13.4%)	18 (10.8%)	27 (7.3%)	449 (5.6%)	39 (3.5%)	584 (5.8%)
Hispanic	15 (3.9%)	6 (3.6%)	13 (3.5%)	799 (10.0%)	35 (3.1%)	868 (8.7%)
Multiracial	10 (2.6%)	10 (6.0%)	9 (2.4%)	123 (1.5%)	31 (2.8%)	183 (1.8%)
Other	9 (2.4%)	8 (4.8%)	4 (1.1%)	140 (1.8%)	19 (1.7%)	180 (1.8%)
Did not respond	15 (3.9%)	8 (4.8%)	18 (4.9%)	386 (4.8%)	138 (12.3%)	565 (5.6%)
Number of Days in Treatment						
Less than 15 days	172 (45.3%)	30 (18.1%)	63 (17.0%)	641 (8.0%)	20 (1.8%)	926 (9.3%)
16 - 30 days	95 (25.0%)	35 (21.1%)	55 (14.8%)	552 (6.9%)	23 (2.1%)	760 (7.6%)
31 - 45 days	21 (5.5%)	27 (16.3%)	42 (11.3%)	370 (4.6%)	18 (1.6%)	478 (4.8%)
46 - 60 days	18 (4.7%)	16 (9.6%)	45 (12.1%)	441 (5.5%)	33 (3.0%)	553 (5.5%)
61 - 75 days	8 (2.1%)	4 (2.4%)	25 (6.7%)	344 (4.3%)	13 (1.2%)	394 (3.9%)
76 - 90 days	6 (1.6%)	6 (3.6%)	18 (4.9%)	352 (4.4%)	18 (1.6%)	400 (4.0%)
Over 90 days	23 (6.1%)	16 (9.6%)	69 (18.6%)	3464 (43.5%)	605 (54.1%)	4177 (41.7%)
Unknown	37 (9.7%)	32 (19.3%)	54 (14.6%)	1806 (22.7%)	388 (34.7%)	2317 (23.2%)
Source of Funding						
Private funds	109 (28.7%)	13 (7.8%)	12 (3.2%)	4404 (55.3%)	482 (43.1%)	5020 (50.2%)
Public Funds	248 (65.3%)	143 (86.1%)	320 (86.3%)	2786 (35.0%)	460 (41.1%)	3957 (39.6%)
Did not respond	23 (6.1%)	10 (6.0%)	39 (10.5%)	780 (9.8%)	176 (15.7%)	1028 (10.3%)

Table 2a.
Community Treatment Programs: Adult Client Responses to Questions 1 and 3 by Modality and Race/Ethnicity

	Intensive Inpatient					Recovery House						
	White/ European American (n=255)	Black/ African American (n=20)	Native American (n=51)	Hispanic (n=15)	Other (n=24)	Overall Intensive Inpatient (n=365)	White/ European American (n=105)	Black/ African American (n=10)	Native American (n=18)	Hispanic (n=6)	Other (n=19)	Overall Recovery House (n=158)
Q1. In an overall, general sense, how satisfied are you with the service you have received?												
Very satisfied	129 (50.6%)	14 (70.0%)	25 (49.0%)	10 (66.7%)	12 (50.0%)	190 (52.1%)	57 (54.3%)	6 (60.0%)	10 (55.6%)	2 (33.3%)	10 (52.6%)	85 (53.8%)
Mostly satisfied	118 (46.3%)	6 (30.0%)	23 (45.1%)	5 (33.3%)	11 (45.8%)	163 (44.7%)	45 (42.9%)	4 (40.0%)	7 (38.9%)	3 (50.0%)	9 (47.4%)	68 (43.0%)
Dissatisfied	3 (1.2%)		1 (2.0%)			4 (1.1%)	2 (1.9%)		1 (5.6%)	1 (16.7%)		4 (2.5%)
Very dissatisfied	3 (1.2%)				1 (4.2%)	4 (1.1%)	1 (1.0%)					1 (0.6%)
Did not respond	2 (0.8%)		2 (3.9%)			4 (1.1%)						
Q3. Would you say our staff treated you with respect?												
All of the time	161 (63.1%)	14 (70.0%)	32 (62.7%)	12 (80.0%)	16 (66.7%)	235 (64.4%)	79 (75.2%)	5 (50.0%)	7 (38.9%)	5 (83.3%)	15 (78.9%)	111 (70.3%)
Some of the time	87 (34.1%)	5 (25.0%)	19 (37.3%)	2 (13.3%)	8 (33.3%)	121 (33.2%)	23 (21.9%)	5 (50.0%)	10 (55.6%)	1 (16.7%)	4 (21.1%)	43 (27.2%)
Little of the time	5 (2.0%)	1 (5.0%)		1 (6.7%)		7 (1.9%)	3 (2.9%)		1 (5.6%)			4 (2.2%)
Never												
Did not respond	2 (0.8%)					2 (0.5%)						

Table 2a. (cont.)
Community Treatment Programs: Adult Client Responses to Questions 1 and 3 by Modality and Race/Ethnicity

	Long Term Residential					Outpatient/Intensive Outpatient						
	White/ European American (n=253)	Black/ African American (n=44)	Native American (n=27)	Hispanic (n=13)	Other (n=16)	Overall Long Term Residential (n=353)	White/ European American (n=5531)	Black/ African American (n=382)	Native American (n=449)	Hispanic (n=799)	Other (n=423)	Overall Outpatient/ Intensive OP (n=7584)
Q1. In an overall, general sense, how satisfied are you with the service you have received?												
Very satisfied	99 (39.1%)	25 (56.8%)	11 (40.7%)	6 (46.2%)	4 (25.0%)	145 (41.1%)	3003 (54.3%)	197 (51.6%)	238 (53.0%)	580 (72.6%)	222 (52.5%)	4240 (55.9%)
Mostly satisfied	137 (54.2%)	18 (40.9%)	13 (48.1%)	6 (46.2%)	9 (56.3%)	183 (51.8%)	2366 (42.8%)	167 (43.7%)	200 (44.5%)	192 (24.0%)	182 (43.0%)	3107 (41.0%)
Dissatisfied	13 (5.1%)	1 (2.3%)	2 (7.4%)		2 (12.5%)	18 (5.1%)	119 (2.2%)	10 (2.6%)	9 (2.0%)	12 (1.5%)	14 (3.3%)	164 (2.2%)
Very dissatisfied	2 (0.8%)		1 (3.7%)	1 (7.7%)	1 (6.3%)	5 (1.4%)	26 (0.5%)	6 (1.6%)	1 (0.2%)	8 (1.0%)	5 (1.2%)	46 (0.6%)
Did not respond	2 (0.8%)					2 (0.6%)	17 (0.3%)	2 (0.5%)	1 (0.2%)	7 (0.9%)		27 (0.4%)
Q3. Would you say our staff treated you with respect?												
All of the time	151 (59.7%)	28 (63.6%)	15 (55.6%)	7 (53.8%)	9 (56.3%)	210 (59.5%)	4775 (86.3%)	309 (80.9%)	384 (85.5%)	691 (86.5%)	327 (77.3%)	6486 (85.5%)
Some of the time	93 (36.8%)	14 (31.8%)	10 (37.0%)	4 (30.8%)	5 (31.3%)	126 (35.7%)	696 (12.6%)	59 (15.4%)	54 (12.0%)	87 (10.9%)	76 (18.0%)	972 (12.8%)
Little of the time	8 (3.2%)	2 (4.5%)	2 (7.4%)		2 (12.5%)	14 (4.0%)	34 (0.6%)	11 (2.9%)	7 (1.6%)	10 (1.3%)	7 (1.7%)	69 (0.9%)
Never				1 (7.7%)		1 (0.3%)	3 (0.1%)	2 (0.5%)	2 (0.4%)	6 (0.8%)	6 (1.4%)	19 (0.3%)
Did not respond	1 (0.4%)			1 (7.7%)		2 (0.6%)	23 (0.4%)	1 (0.3%)	2 (0.4%)	5 (0.6%)	7 (1.7%)	38 (0.5%)

Table 2a. (cont.)
Community Treatment Programs: Adult Client Responses to Questions 1 and 3 by Modality and Race/Ethnicity

	Methadone					
	White/ European American (n=775)	Black/ African American (n=56)	Native American (n=39)	Hispanic (n=35)	Other (n=75)	Overall Methadone (n=980)
Q1. In an overall, general sense, how satisfied are you with the service you have received?						
Very satisfied	312 (40.3%)	22 (39.3%)	16 (41.0%)	17 (48.6%)	32 (42.7%)	399 (40.7%)
Mostly satisfied	401 (51.7%)	29 (51.8%)	20 (51.3%)	11 (31.4%)	38 (50.7%)	499 (50.9%)
Dissatisfied	43 (5.5%)	3 (5.4%)	2 (5.1%)	4 (11.4%)	2 (2.7%)	54 (5.5%)
Very dissatisfied	12 (1.5%)	2 (3.6%)	1 (2.6%)	2 (5.7%)	3 (4.0%)	20 (2.0%)
Did not respond	7 (0.9%)			1 (2.9%)		8 (0.8%)
Q3. Would you say our staff treated you with respect?						
All of the time	496 (64.0%)	42 (75.0%)	21 (53.8%)	19 (54.3%)	41 (54.7%)	619 (63.2%)
Some of the time	221 (28.5%)	12 (21.4%)	16 (41.0%)	15 (42.9%)	32 (42.7%)	296 (30.2%)
Little of the time	44 (5.7%)	2 (3.6%)	2 (5.1%)	1 (2.9%)	1 (1.3%)	50 (5.1%)
Never	4 (0.5%)				1 (1.3%)	5 (0.5%)
Did not respond	10 (1.3%)					

Table 2b.
Community Treatment Programs: Adult Client Responses to Questions 1 and 3 by Modality and Length of Stay in Treatment

	Intensive Inpatient				Recovery House			
	7 Days or Less (n=100)	8 to 14 Days (n=68)	Over 14 Days (n=177)	Overall Inpatient (n=345)	20 Days or Less (n=44)	21-40 Days (n=46)	Over 40 Days (n=46)	Overall Recovery House (n=136)
Q1. In an overall, general sense, how satisfied are you with the service you have received?								
Very satisfied	40 (40.0%)	39 (57.4%)	96 (54.2%)	175 (50.7%)	21 (47.7%)	21 (45.7%)	28 (60.9%)	70 (51.5%)
Mostly satisfied	56 (56.0%)	28 (41.2%)	74 (41.8%)	158 (45.8%)	22 (50.0%)	23 (50.0%)	17 (37.0%)	62 (45.6%)
Dissatisfied	1 (1.0%)		3 (1.7%)	4 (1.2%)		2 (4.3%)	1 (2.2%)	3 (2.2%)
Very dissatisfied	1 (1.0%)	1 (1.5%)	2 (1.1%)	4 (1.2%)	1 (2.3%)			1 (0.7%)
Did not respond	2 (2.0%)		2 (1.1%)	4 (1.2%)				
Q3. Would you say our staff treated you with respect?								
All of the time	74 (74.0%)	50 (73.5%)	97 (54.8%)	221 (64.1%)	32 (72.7%)	29 (63.0%)	33 (71.7%)	94 (69.1%)
Some of the time	24 (24.0%)	16 (23.5%)	75 (42.4%)	115 (33.3%)	11 (25.0%)	16 (34.8%)	11 (23.9%)	38 (27.9%)
Little of the time	1 (1.0%)	2 (2.9%)	4 (2.3%)	7 (2.0%)	1 (2.3%)	1 (2.2%)	2 (4.3%)	4 (2.9%)
Never								
Did not respond	1 (1.0%)		1 (0.6%)	2 (0.6%)				

Table 2b. (cont.)
Community Treatment Programs: Adult Client Responses to Questions 1 and 3 by Modality and Length of Stay in Treatment

	Long Term Residential				Outpatient/Intensive Outpatient			
	30 Days or Less (n=125)	31 - 60 Days (n=87)	Over 60 Days (n=112)	Overall Long Term Residential (n=324)	30 Days or Less (n=1423)	31 - 60 Days (n=811)	Over 60 Days (n=4160)	Overall Outpatient/Intensive OP (n=6394)
Q1. In an overall, general sense, how satisfied are you with the service you have received?								
Very satisfied	46 (36.8%)	38 (43.7%)	51 (45.5%)	135 (41.7%)	766 (53.8%)	470 (58.0%)	2355 (56.5%)	3591 (56.2%)
Mostly satisfied	68 (54.4%)	47 (54.0%)	56 (50.0%)	171 (52.8%)	619 (43.5%)	323 (39.8%)	1687 (40.6%)	2629 (41.1%)
Dissatisfied	8 (6.4%)	1 (1.1%)	4 (3.6%)	13 (4.0%)	21 (1.5%)	12 (1.5%)	90 (2.2%)	123 (1.9%)
Very dissatisfied	2 (1.6%)		1 (0.9%)	3 (0.9%)	6 (0.4%)	5 (0.6%)	22 (0.5%)	33 (0.5%)
Did not respond	1 (0.8%)	1 (1.1%)		2 (0.6%)	11 (0.8%)	1 (0.1%)	6 (0.1%)	18 (0.3%)
Q3. Would you say our staff treated you with respect?								
All of the time	85 (68.0%)	42 (48.3%)	67 (59.8%)	194 (59.9%)	1250 (87.8%)	712 (87.8%)	3545 (85.2%)	5507 (86.1%)
Some of the time	35 (28.0%)	42 (48.3%)	40 (35.7%)	117 (36.1%)	147 (10.3%)	87 (10.7%)	562 (13.5%)	796 (12.4%)
Little of the time	5 (4.0%)	3 (3.4%)	4 (3.6%)	12 (3.7%)	12 (0.8%)	7 (0.9%)	31 (0.7%)	50 (0.8%)
Never			1 (0.9%)	1 (0.3%)	3 (0.2%)	1 (0.1%)	8 (0.2%)	12 (0.2%)
Did not respond					11 (0.8%)	4 (0.5%)	14 (0.3%)	29 (0.5%)

Table 2b. (cont.)
Community Treatment Programs: Adult Client Responses to Questions 1 and 3 by Modality and Length of Stay in Treatment

	Methadone			
	90 Days or Less (n=150)	91-180 Days (n=77)	Over 180 Days (n=528)	Overall Methadone (n=755)
Q1. In an overall, general sense, how satisfied are you with the service you have received?				
Very satisfied	63 (41.0%)	30 (39.0%)	200 (37.9%)	293 (38.8%)
Mostly satisfied	80 (53.3%)	41 (53.2%)	274 (51.9%)	395 (52.3%)
Dissatisfied	3 (2.0%)	4 (5.2%)	42 (8.0%)	49 (6.5%)
Very dissatisfied	2 (1.3%)	2 (2.6%)	6 (1.1%)	10 (1.3%)
Did not respond	2 (1.3%)		6 (1.1%)	8 (1.1%)
Q3. Would you say our staff treated you with respect?				
All of the time	110 (73.3%)	51 (66.2%)	311 (58.9%)	472 (62.5%)
Some of the time	29 (19.3%)	21 (27.3%)	180 (34.1%)	230 (30.5%)
Little of the time	8 (5.3%)	5 (6.5%)	29 (5.5%)	42 (5.6%)
Never	1 (0.7%)		3 (0.6%)	4 (0.5%)
Did not respond	2 (1.3%)		5 (0.9%)	7 (0.9%)

Table 2c.
Community Treatment Programs: Adult Client Responses to Questions 1 and 3 by Modality and Funding

	Intensive Inpatient		Recovery House		Long Term Residential		Outpatient/Intensive OP		Methadone		Overall	
	Private (n=109)	Public (n=248)	Private (n=13)	Public (n=143)	Private (n=12)	Public (n=320)	Private (n=4404)	Public (n=2786)	Private (n=482)	Public (n=460)	Private (n=5020)	Public (n=3957)
Q1. In an overall, general sense, how satisfied are you with the service you have received?												
Very satisfied	55 (50.5%)	121 (48.8%)	4 (30.8%)	80 (55.9%)	6 (50.0%)	129 (40.3%)	2547 (57.8%)	1500 (53.8%)	188 (39.0%)	190 (41.3%)	2800 (55.8%)	2020 (51.0%)
Mostly satisfied	54 (49.5%)	114 (46.0%)	9 (69.2%)	59 (41.3%)	4 (33.3%)	170 (53.1%)	1735 (39.4%)	1195 (42.9%)	250 (51.9%)	231 (50.2%)	2052 (40.9%)	1769 (44.7%)
Dissatisfied		4 (1.6%)		3 (2.1%)	2 (16.7%)	15 (4.7%)	83 (1.9%)	63 (2.3%)	27 (5.6%)	26 (5.7%)	112 (2.2%)	111 (2.8%)
Very dissatisfied		4 (1.6%)		1 (0.7%)		5 (1.6%)	23 (0.5%)	19 (0.7%)	12 (2.5%)	9 (2.0%)	35 (0.7%)	38 (1.0%)
Did not respond		5 (2.0%)				1 (0.3%)	16 (0.4%)	9 (0.3%)	5 (1.0%)	4 (0.9%)	21 (0.4%)	19 (0.5%)
Q3. Would you say our staff treated you with respect?												
All of the time	78 (71.6%)	149 (60.1%)	9 (69.2%)	99 (69.2%)	5 (41.7%)	191 (59.7%)	3828 (86.9%)	2333 (83.7%)	295 (61.2%)	294 (63.9%)	4215 (84.0%)	3066 (77.5%)
Some of the time	29 (26.6%)	93 (37.5%)	4 (30.8%)	40 (28.0%)	6 (50.0%)	116 (36.3%)	517 (11.7%)	399 (14.3%)	146 (30.3%)	135 (29.3%)	702 (14.0%)	783 (19.8%)
Little of the time	1 (0.9%)	5 (2.0%)		4 (2.8%)	1 (8.3%)	10 (3.1%)	29 (0.7%)	29 (1.0%)	31 (6.4%)	25 (5.4%)	62 (1.2%)	73 (1.8%)
Never						1 (0.3%)	6 (0.1%)	10 (0.4%)	3 (0.6%)	2 (0.4%)	9 (0.2%)	13 (0.3%)
Did not respond	1 (0.9%)	1 (0.4%)				2 (0.6%)	24 (0.5%)	15 (0.5%)	7 (1.5%)	4 (0.9%)	32 (0.6%)	22 (0.6%)

Table 3a.

**Department of Corrections: Client Responses to Questions 1 - 6 of the DASA Adult Client Satisfaction Survey
by Treatment Modality, March 25-29, 2002**

DASA Adult Client Satisfaction Survey Questions 1 - 6	DOC Long Term Residential (n=262)	DOC Outpatient/ Intensive OP (n=610)	DOC Overall (n=872)
Q1. In an overall, general sense, how satisfied are you with the service you have received?			
Very satisfied	42 (16.0%)	264 (43.3%)	306 (35.1%)
Mostly satisfied	118 (45.0%)	291 (47.7%)	409 (46.9%)
Dissatisfied	66 (25.2%)	39 (6.4%)	105 (12.0%)
Very dissatisfied	34 (13.0%)	12 (2.0%)	46 (5.3%)
Did not respond	2 (0.8%)	4 (0.7%)	6 (0.7%)
Q2. In general, how satisfied are you with the comfort and appearance of this facility?			
Very satisfied	26 (9.9%)	169 (27.7%)	195 (22.4%)
Mostly satisfied	134 (51.1%)	342 (56.1%)	476 (54.6%)
Dissatisfied	80 (30.5%)	70 (11.5%)	150 (17.2%)
Very dissatisfied	21 (8.0%)	25 (4.1%)	46 (5.3%)
Did not respond	1 (0.4%)	4 (0.7%)	5 (0.6%)
Q3. Would you say our staff treated you with respect?			
All of the time	88 (33.6%)	441 (72.3%)	529 (60.7%)
Some of the time	125 (47.7%)	138 (22.6%)	263 (30.2%)
Little of the time	40 (15.3%)	23 (3.8%)	63 (7.2%)
Never	8 (3.1%)	6 (1.0%)	14 (1.6%)
Did not respond	1 (0.4%)	2 (0.3%)	3 (0.3%)
Q4. How do you rate the helpfulness of the group sessions?			
Very helpful	73 (27.9%)	329 (53.9%)	402 (46.1%)
Somewhat helpful	145 (55.3%)	242 (39.7%)	387 (44.4%)
Not helpful	34 (13.0%)	22 (3.6%)	56 (6.4%)
Made things worse	8 (3.1%)	4 (0.7%)	12 (1.4%)
Did not receive		6 (1.0%)	6 (0.7%)
Did not respond	2 (0.8%)	7 (1.1%)	9 (1.0%)
Q5. How do you rate the helpfulness of the individual counseling?			
Very helpful	59 (22.5%)	309 (50.7%)	368 (42.2%)
Somewhat helpful	95 (36.3%)	176 (28.9%)	271 (31.1%)
Not helpful	29 (11.1%)	15 (2.5%)	44 (5.0%)
Made things worse	10 (3.8%)	2 (0.3%)	12 (1.4%)
Did not receive	66 (25.2%)	100 (16.4%)	166 (19.0%)
Did not respond	3 (1.1%)	8 (1.3%)	11 (1.3%)
Q6. If you were to seek help again, would you come back to this program?			
Yes, definitely	22 (8.4%)	179 (29.3%)	201 (23.1%)
Yes, probably	46 (17.6%)	219 (35.9%)	265 (30.4%)
No, probably not	57 (21.8%)	111 (18.2%)	168 (19.3%)
No, definitely not	131 (50.0%)	79 (13.0%)	210 (24.1%)
Did not respond	6 (2.3%)	22 (3.6%)	28 (3.2%)

Table 3b.
Department of Corrections: Client Responses to Questions 7 - 12 of the DASA Adult Client Satisfaction Survey
by Treatment Modality, March 25-29, 2002

DASA Adult Client Satisfaction Survey Questions 7 - 12	DOC Long Term Residential (n=262)	DOC Outpatient/ Intensive OP (n=610)	DOC Overall (n=872)
Q7. Did you need legal services ?			
Yes	83 (31.7%)	158 (25.9%)	241 (27.6%)
No	178 (67.9%)	448 (73.4%)	626 (71.8%)
Did not respond	1 (0.4%)	4 (0.7%)	5 (0.6%)
Q7a. IF YES, how helpful were we in assisting you to identify and find legal services ?	(n=83)	(n=158)	(n=241)
Very helpful	9 (10.8%)	40 (25.3%)	49 (20.3%)
Somewhat helpful	14 (16.9%)	47 (29.7%)	61 (25.3%)
Not very helpful	22 (26.5%)	26 (16.5%)	48 (19.9%)
Not helpful at all	38 (45.8%)	36 (22.8%)	74 (30.7%)
Did not respond			
Q8. Did you need medical services ?			
Yes	144 (55.0%)	189 (31.0%)	333 (38.2%)
No	115 (43.9%)	416 (68.2%)	531 (60.9%)
Did not respond	3 (1.1%)	5 (0.8%)	8 (0.9%)
Q8a. IF YES, how helpful were we in assisting you to identify and find medical services ?	(n=144)	(n=189)	(n=333)
Very helpful	22 (15.3%)	52 (27.5%)	74 (22.2%)
Somewhat helpful	49 (34.0%)	61 (32.3%)	110 (33.0%)
Not very helpful	46 (31.9%)	37 (19.6%)	83 (24.9%)
Not helpful at all	26 (18.1%)	31 (16.4%)	57 (17.1%)
Did not respond	1 (0.7%)	8 (4.2%)	9 (2.7%)
Q9. Did you need family services ?			
Yes	106 (40.5%)	105 (17.2%)	211 (24.2%)
No	154 (58.8%)	499 (81.8%)	653 (74.9%)
Did not respond	2 (0.8%)	6 (1.0%)	8 (0.9%)
Q9a. IF YES, how helpful were we in assisting you to identify and find family services ?	(n=106)	(n=105)	(n=211)
Very helpful	15 (14.2%)	29 (27.6%)	44 (20.9%)
Somewhat helpful	20 (18.9%)	14 (13.3%)	34 (16.1%)
Not very helpful	24 (22.6%)	21 (20.0%)	45 (21.3%)
Not helpful at all	46 (43.4%)	33 (31.4%)	79 (37.4%)
Did not respond	1 (0.9%)	8 (7.6%)	9 (4.3%)
Q10. Did you need mental health services ?			
Yes	54 (20.6%)	115 (18.9%)	169 (19.4%)
No	207 (79.0%)	490 (80.3%)	697 (79.9%)
Did not respond	1 (0.4%)	5 (0.8%)	6 (0.7%)
Q10a. IF YES, how helpful were we in assisting you to identify and find mental health services ?	(n=54)	(n=115)	(n=169)
Very helpful	4 (7.4%)	33 (28.7%)	37 (21.9%)
Somewhat helpful	12 (22.2%)	38 (33.0%)	50 (29.6%)
Not very helpful	9 (16.7%)	18 (15.7%)	27 (16.0%)
Not helpful at all	28 (51.9%)	22 (19.1%)	50 (29.6%)
Did not respond	1 (1.9%)	4 (3.5%)	5 (3.0%)
Q11. Did you need educational or vocational services ?			
Yes	195 (74.4%)	215 (35.2%)	410 (47.0%)
No	65 (24.8%)	390 (63.9%)	455 (52.2%)
Did not respond	2 (0.8%)	5 (0.8%)	7 (0.8%)
Q11a. IF YES, how helpful were we in assisting you to identify and find educational or vocational services ?	(n=195)	(n=215)	(n=410)
Very helpful	60 (30.8%)	74 (34.4%)	134 (32.7%)
Somewhat helpful	47 (24.1%)	58 (27.0%)	105 (25.6%)
Not very helpful	40 (20.5%)	28 (13.0%)	68 (16.6%)
Not helpful at all	40 (20.5%)	41 (19.1%)	81 (19.8%)
Did not respond	8 (4.1%)	14 (6.5%)	22 (5.4%)
Q12. Did you need employment services ?			
Yes	175 (66.8%)	233 (38.2%)	408 (46.8%)
No	84 (32.1%)	373 (61.1%)	457 (52.4%)
Did not respond	3 (1.1%)	4 (0.7%)	7 (0.8%)
Q12a. IF YES, how helpful were we in assisting you to identify and find employment services ?	(n=175)	(n=233)	(n=408)
Very helpful	34 (19.4%)	64 (27.5%)	98 (24.0%)
Somewhat helpful	37 (21.1%)	51 (21.9%)	88 (21.6%)
Not very helpful	38 (21.7%)	43 (18.5%)	81 (19.9%)
Not helpful at all	61 (34.9%)	52 (22.3%)	113 (27.7%)
Did not respond	5 (2.9%)	23 (9.9%)	28 (6.9%)

Table 3c.
Department of Corrections: Characteristics of Clients Completing the DASA Adult Client Satisfaction Survey
by Treatment Modality, March 25-29, 2002.

Client Characteristics	DOC Long Term Residential (n=262)	DOC Outpatient/ Intensive OP (n=610)	DOC Overall (n=872)
Age			
20 and younger	5 (1.9%)	29 (4.8%)	34 (3.9%)
21 - 25	32 (12.2%)	98 (16.1%)	130 (14.9%)
26 - 30	40 (15.3%)	87 (14.3%)	127 (14.6%)
31 - 35	59 (22.5%)	144 (23.6%)	203 (23.3%)
36 - 40	59 (22.5%)	108 (17.7%)	167 (19.2%)
41 - 45	43 (16.4%)	67 (11.0%)	110 (12.6%)
46 - 50	13 (5.0%)	48 (7.9%)	61 (7.0%)
51 - 55	5 (1.9%)	16 (2.6%)	21 (2.4%)
Over 55	2 (0.8%)	2 (0.3%)	4 (0.5%)
Did not respond	4 (1.5%)	11 (1.8%)	15 (1.7%)
Gender			
Male	201 (76.7%)	449 (73.6%)	650 (74.5%)
Female	56 (21.4%)	154 (25.2%)	210 (24.1%)
Did not respond	5 (1.9%)	7 (1.1%)	12 (1.4%)
Ethnic/Racial Background			
White/European American	158 (60.3%)	364 (59.7%)	522 (59.9%)
Black/African American	63 (24.0%)	130 (21.3%)	193 (22.1%)
Asian/Pacific Islander	1 (0.4%)	7 (1.1%)	8 (0.9%)
Native American/Eskimo/Aleut	8 (3.1%)	31 (5.1%)	39 (4.5%)
Hispanic	8 (3.1%)	22 (3.6%)	30 (3.4%)
Multiracial	12 (4.6%)	14 (2.3%)	26 (3.0%)
Other	6 (2.3%)	18 (3.0%)	24 (2.8%)
Did not respond	6 (2.3%)	24 (3.9%)	30 (3.4%)
Number of Days in Treatment			
Less than 15 days	8 (3.1%)	114 (18.7%)	122 (14.0%)
16 - 30 days	5 (1.9%)	88 (14.4%)	93 (10.7%)
31 - 45 days	8 (3.1%)	67 (11.0%)	75 (8.6%)
46 - 60 days	11 (4.2%)	59 (9.7%)	70 (8.0%)
61 - 75 days	27 (10.3%)	32 (5.2%)	59 (6.8%)
76 - 90 days	4 (1.5%)	33 (5.4%)	37 (4.2%)
Over 90 days	162 (61.8%)	101 (16.6%)	263 (30.2%)
Unknown	37 (14.1%)	116 (19.0%)	153 (17.5%)
Source of Funding			
Private funds	4 (1.5%)	22 (3.6%)	26 (3.0%)
Public Funds	239 (91.2%)	540 (88.5%)	779 (89.3%)
Did not respond	19 (7.3%)	48 (7.9%)	67 (7.7%)

Table 4a.
Client Responses to Questions 1 - 7 of the DASA Youth Client Satisfaction Survey
by Treatment Modality, March 25-29, 2002

DASA Youth Client Satisfaction Survey Questions 1 - 7	Intensive Inpatient (n=118)	Recovery House (n=21)	Outpatient/ Intensive Outpatient (n=984)	Overall (n=1123)
1. How satisfied are you with the service you have received?				
Very satisfied	18 (15.3%)		359 (36.5%)	377 (33.6%)
Mostly satisfied	83 (70.3%)	19 (90.5%)	540 (54.9%)	642 (57.2%)
Dissatisfied	10 (8.5%)	2 (9.5%)	54 (5.5%)	66 (5.9%)
Very dissatisfied	6 (5.1%)		28 (2.8%)	34 (3.0%)
Did not respond	1 (0.8%)		3 (0.3%)	4 (0.4%)
2. How satisfied are you with the comfort and appearance of this facility?				
Very satisfied	23 (19.5%)		423 (43.0%)	446 (39.7%)
Mostly satisfied	59 (50.0%)	20 (95.2%)	464 (47.2%)	543 (48.4%)
Dissatisfied	31 (26.3%)	1 (4.8%)	64 (6.5%)	96 (8.5%)
Very dissatisfied	5 (4.2%)		29 (2.9%)	34 (3.0%)
Did not respond			4 (0.4%)	4 (0.4%)
3. Would you say our staff treated you with respect?				
All of the time	36 (30.5%)	1 (4.8%)	767 (77.9%)	804 (71.6%)
Some of the time	64 (54.2%)	20 (95.2%)	176 (17.9%)	260 (23.2%)
Little of the time	13 (11.0%)		20 (2.0%)	33 (2.9%)
Never	4 (3.4%)		10 (1.0%)	14 (1.2%)
Did not respond	1 (0.8%)		11 (1.1%)	12 (1.1%)
4. How safe do you feel in this program?				
Very safe	62 (52.5%)	4 (19.0%)	658 (66.9%)	724 (64.5%)
Somewhat safe	45 (38.1%)	16 (76.2%)	284 (28.9%)	345 (30.7%)
Not very safe	9 (7.6%)	1 (4.8%)	26 (2.6%)	36 (3.2%)
Not safe at all	2 (1.7%)		9 (0.9%)	11 (1.0%)
Did not respond			7 (0.7%)	7 (0.6%)
5. How helpful are the group sessions?				
Very helpful	34 (28.8%)	2 (9.5%)	320 (32.5%)	356 (31.7%)
Somewhat helpful	65 (55.1%)	16 (76.2%)	487 (49.5%)	568 (50.6%)
Not helpful	11 (9.3%)	1 (4.8%)	102 (10.4%)	114 (10.2%)
Made things worse	3 (2.5%)	2 (9.5%)	18 (1.8%)	23 (2.0%)
Did not receive	3 (2.5%)		45 (4.6%)	48 (4.3%)
Did not respond	2 (1.7%)		12 (1.2%)	14 (1.2%)
6. How helpful is the individual counseling?				
Very helpful	49 (41.5%)	7 (33.3%)	356 (36.2%)	412 (36.7%)
Somewhat helpful	44 (37.3%)	13 (61.9%)	375 (38.1%)	432 (38.5%)
Not helpful	13 (11.0%)		86 (8.7%)	99 (8.8%)
Made things worse	1 (0.8%)	1 (4.8%)	10 (1.0%)	12 (1.1%)
Did not receive	8 (6.8%)		141 (14.3%)	149 (13.3%)
Did not respond	3 (2.5%)		16 (1.6%)	19 (1.7%)
7. If you were to seek help again, would you come back to this program?				
Yes, definitely	21 (17.8%)	1 (4.8%)	380 (38.6%)	402 (35.8%)
Yes, probably	47 (39.8%)	10 (47.6%)	390 (39.6%)	447 (39.8%)
No, probably not	31 (26.3%)	6 (28.6%)	127 (12.9%)	164 (14.6%)
No, definitely not	17 (14.4%)	4 (19.0%)	70 (7.1%)	91 (8.1%)
Did not respond	2 (1.7%)		17 (1.7%)	

Table 4b.
Characteristics of Clients Completing the DASA Youth Client Satisfaction Survey
by Treatment Modality, March 25-29, 2002

DASA Youth Client Satisfaction Survey Questions 8 - 16	Intensive Inpatient (n=118)	Recovery House (n=21)	Outpatient/ Intensive Outpatient (n=984)	Overall (n=1123)
Age				
13 and younger	9 (7.6%)		42 (4.3%)	51 (4.5%)
14 - 15	47 (39.8)	8 (38.1%)	265 (26.9%)	320 (28.5%)
16 - 17	59 (50.0%)	10 (47.6%)	505 (51.3%)	574 (51.1%)
18 - 21	3 (2.5%)	3 (14.3%)	172 (17.5%)	178 (15.9%)
Did not respond				
Race/Ethnicity				
White	67 (56.8%)	9 (42.9%)	612 (62.2%)	688 (61.3%)
Black/African American	5 (4.2%)	2 (9.5%)	53 (5.4%)	60 (5.3%)
Asian/Pacific Islander	1 (0.8%)	1 (4.8%)	36 (3.7%)	38 (3.4%)
Native American/Eskimo/Aleur	16 (13.6%)	3 (14.3%)	78 (7.9%)	97 (8.6%)
Hispanic	10 (8.5%)	6 (28.6%)	78 (7.9%)	94 (8.4%)
Multicultural	10 (8.5%)		64 (6.5%)	74 (6.6%)
Other	2 (1.7%)		32 (3.3%)	34 (3.0%)
Did not respond	7 (5.9%)		31 (3.2%)	38 (3.4%)
Gender				
Male	60 (50.8%)	15 (71.4%)	643 (65.3%)	718 (63.9%)
Female	56 (47.5%)	6 (28.6%)	320 (32.5%)	382 (34.0%)
Did not respond	2 (1.7%)		21 (2.1%)	23 (2.0%)
Length of Stay in Treatment				
15 days or less	31 (26.3%)	1 (4.8%)	99 (10.1%)	131 (11.7%)
16 - 30 days	15 (12.7%)	5 (23.8%)	69 (7.0%)	89 (7.9%)
31 - 45 days	16 (13.6%)		71 (7.2%)	87 (7.7%)
46 - 60 days	12 (10.2%)	3 (14.3%)	69 (7.0%)	84 (7.5%)
61 - 75 days	6 (5.1%)	2 (9.5%)	45 (4.6%)	53 (4.7%)
76 - 90 days	7 (5.9%)	1 (4.8%)	44 (4.5%)	52 (4.6%)
Over 90 days	9 (7.6%)	8 (38.1%)	242 (24.6%)	259 (23.1%)
Unknown	22 (18.6%)	1 (4.8%)	345 (35.1%)	368 (32.8%)
Source of Funding				
Private funds	26 (22.0%)	1 (4.8%)	291 (29.6%)	318 (28.3%)
Public funds	72 (61.0%)	5 (23.8%)	417 (42.4%)	494 (44.0%)
Other	8 (6.8%)	15 (71.4%)	163 (16.6%)	186 (16.6%)
Did not respond	12 (10.2%)		113 (11.5%)	125 (11.1%)

Table 5a.
Youth Client Responses to Questions 1 and 3 by Modality and Race/Ethnicity

	Intensive Inpatient						Outpatient/Intensive Outpatient					
	White (n=67)	Black/ African American (n=5)	Native American (n=16)	Hispanic (n=15)	Other (n=24)	Overall Intensive Inpatient (n=111)	White (n=612)	Black/ African American (n=53)	Native American (n=78)	Hispanic (n=78)	Other (n=132)	Overall Outpatient/ Intensive OP (n=953)
Q1. How satisfied are you with the service you have received?												
Very satisfied	10 (14.9%)		5 (31.3%)	1 (10.0%)	1 (7.7%)	17 (15.3%)	215 (35.1%)	22 (41.5%)	30 (38.5%)	33 (42.3%)	45 (34.1%)	345 (36.2%)
Mostly satisfied	47 (70.1%)	4 (80.0%)	10 (62.5%)	8 (80.0%)	10 (76.9%)	79 (71.2%)	346 (56.5%)	25 (47.2%)	41 (52.5%)	43 (55.1%)	71 (53.8%)	526 (55.2%)
Dissatisfied	6 (9.0%)		1 (6.3%)		1 (7.7%)	8 (7.2%)	35 (5.7%)	5 (9.4%)	4 (5.1%)	1 (1.3%)	7 (5.3%)	52 (5.5%)
Very dissatisfied	4 (6.0%)	1 (20.0%)		1 (10.0%)		6 (5.4%)	15 (2.5%)	1 (1.9%)	2 (2.6%)	1 (1.3%)	9 (6.8%)	28 (2.9%)
Did not respond					1 (7.7%)	1 (0.9%)	1 (0.2%)		1 (1.3%)			2 (0.2%)
Q3. Would you say our staff treated you with respect?												
All of the time	21 (31.3%)	1 (20.0%)	3 (18.8%)	6 (60.0%)	4 (30.8%)	35 (31.5%)	483 (78.9%)	36 (67.9%)	66 (84.6%)	67 (85.9%)	92 (69.7%)	744 (78.1%)
Some of the time	39 (58.2%)	3 (60.0%)	11 (68.8%)	2 (20.0%)	7 (53.8%)	62 (55.9%)	109 (17.8%)	13 (24.5%)	10 (12.8%)	10 (12.8%)	29 (22.0%)	171 (17.9%)
Little of the time	6 (9.0%)		2 (12.5%)	2 (20.0%)	1 (7.7%)	11 (9.9%)	11 (1.8%)	2 (3.8%)	2 (2.6%)	1 (1.3%)	4 (3.0%)	20 (2.1%)
Never	1 (1.5%)	1 (20.0%)			1 (7.7%)	3 (2.7%)	6 (1.0%)	1 (1.9%)			3 (2.3%)	10 (1.0%)
Did not respond							3 (0.5%)	1 (1.9%)			4 (3.0%)	8 (0.8%)

Table 5b.

Youth Client Responses to Questions 1 and 3 by Modality and Length of Stay in Treatment

	Intensive Inpatient				Outpatient/Intensive Outpatient			
	7 Days or Less (n=20)	8 to 14 Days (n=10)	Over 14 Days (n=88)	Overall Intensive Inpatient (n=118)	30 Days or Less (n=193)	31-60 Days (n=140)	Over 60 Days (n=651)	Overall Outpatient/Intensive OP (n=984)
Q1. How satisfied are you with the service you have received?								
Very satisfied	4 (20.0%)		14 (15.9%)	18 (15.3%)	72 (37.3%)	58 (41.4%)	229 (35.2%)	359 (36.5%)
Mostly satisfied	16 (80.0%)	9 (90.0%)	58 (65.9%)	83 (70.3%)	111 (57.5%)	70 (50.0%)	359 (55.1%)	540 (54.9%)
Dissatisfied		1 (10.0%)	9 (10.2%)	10 (8.5%)	6 (3.1%)	8 (5.7%)	40 (6.1%)	54 (5.5%)
Very dissatisfied			6 (6.8%)	6 (5.1%)	3 (1.6%)	4 (2.9%)	21 (3.2%)	28 (2.8%)
Did not respond			1 (1.1%)	1 (0.8%)	1 (0.5%)		2 (0.3%)	3 (0.3%)
Q3. Would you say our staff treated you with respect?								
All of the time	11 (55.0%)	3 (30.0%)	22 (25.0%)	36 (30.5%)	161 (83.4%)	112 (80.0%)	494 (75.9%)	767 (77.9%)
Some of the time	8 (40.0%)	4 (40.0%)	52 (59.1%)	64 (54.2%)	27 (14.0%)	25 (17.9%)	124 (19.0%)	176 (17.9%)
Little of the time	1 (5.0%)		12 (13.6%)	13 (11.0%)	2 (1.0%)	1 (0.7%)	17 (2.6%)	20 (2.0%)
Never		2 (20.0%)		4 (3.4%)	1 (0.5%)	1 (0.7%)	8 (1.2%)	10 (1.0%)
Did not respond		1 (10.0%)		1 (0.8%)	2 (1.0%)	1 (0.7%)	8 (1.2%)	11 (1.1%)

Table 5c.
Youth Client Responses to Questions 1 and 3 by Modality and Funding

	Intensive Inpatient		Outpatient/Intensive OP		Overall Private (n=318)	Overall Public (n=494)
	Private (n=26)	Public (n=72)	Private (n=291)	Public (n=417)		
Q1. How satisfied are you with the service you have received?						
Very satisfied	2 (7.7%)	10 (13.9%)	94 (32.3%)	170 (40.8%)	96 (30.2%)	180 (36.4%)
Mostly satisfied	19 (73.1%)	51 (70.8%)	170 (58.4%)	228 (54.7%)	190 (59.7%)	284 (57.5%)
Dissatisfied	3 (11.5%)	7 (9.7%)	19 (6.5%)	13 (3.1%)	22 (6.9%)	20 (4.0%)
Very dissatisfied	2 (7.7%)	3 (4.2%)	8 (2.7%)	5 (1.2%)	10 (3.1%)	8 (1.6%)
Did not respond		1 (1.4%)		1 (0.2%)		2 (0.4%)
Q3. Would you say our staff treated you with respect?						
All of the time	5 (19.2%)	26 (36.1%)	225 (77.3%)	332 (79.6%)	230 (72.3%)	358 (72.5%)
Some of the time	17 (65.4%)	35 (48.6%)	58 (19.9%)	71 (17.0%)	76 (23.9%)	111 (24.2%)
Little of the time	3 (11.5%)	9 (12.5%)	4 (1.4%)	6 (1.4%)	7 (2.2%)	15 (3.0%)
Never	1 (3.8%)	1 (1.4%)	3 (1.0%)	4 (1.0%)	4 (0.3%)	5 (1.0%)
Did not respond		1 (1.4%)	1 (0.3%)	4 (1.0%)	1 (0.3%)	5 (1.0%)

Table 6a.
Client Responses to Questions 1 - 6 of the Adult Spanish
Compared to the Adult English Client Satisfaction Survey*

DASA Client Satisfaction Survey Questions 1 - 6	Hispanics Completing Adult Spanish Survey (n=438)	Hispanics Completing Adult English Survey (n=361)	Non-Hispanic Completing Adult English Survey (n=6774)
Q1. In an overall, general sense, how satisfied are you with the service you have received?			
Very satisfied	379 (86.5%)	201 (55.7%)	3652 (53.9%)
Mostly satisfied	45 (10.3%)	147 (40.7%)	2913 (43.0%)
Dissatisfied	6 (1.4%)	6 (1.7%)	152 (2.2%)
Very dissatisfied	5 (1.1%)	3 (0.8%)	37 (0.5%)
Did not respond	3 (0.7%)	4 (1.1%)	20 (0.3%)
Q2. In general, how satisfied are you with the comfort and appearance of this facility?			
Very satisfied	361 (82.4%)	195 (54.0%)	3639 (53.7%)
Mostly satisfied	63 (14.4%)	151 (41.8%)	2912 (43.0%)
Dissatisfied	9 (2.1%)	9 (2.5%)	159 (2.3%)
Very dissatisfied	4 (0.9%)	3 (0.8%)	49 (0.7%)
Did not respond	1 (0.2%)	3 (0.8%)	15 (0.2%)
Q3. Would you say our staff treated you with respect?			
All of the time	391 (89.3%)	300 (83.1%)	5786 (85.4%)
Some of the time	38 (8.7%)	49 (13.6%)	884 (13.0%)
Little of the time	6 (1.4%)	4 (1.1%)	59 (0.9%)
Never	2 (0.5%)	4 (1.1%)	12 (0.2%)
Did not respond	1 (0.2%)	4 (1.1%)	33 (0.5%)
Q4. How do you rate the helpfulness of the group sessions?			
Very helpful	392 (89.5%)	233 (64.5%)	4074 (60.1%)
Somewhat helpful	36 (8.2%)	110 (30.5%)	2305 (34.0%)
Not helpful		8 (2.2%)	173 (2.6%)
Made things worse	1 (0.2%)	1 (0.3%)	17 (0.3%)
Did not receive	2 (0.5%)	4 (1.1%)	143 (2.1%)
Did not respond	7 (1.6%)	5 (1.4%)	62 (0.9%)
Q5. How do you rate the helpfulness of the individual counseling?			
Very helpful	343 (78.3%)	231 (64.0%)	4121 (60.8%)
Somewhat helpful	53 (12.1%)	87 (24.1%)	1746 (25.8%)
Not helpful	3 (0.7%)	9 (2.5%)	198 (2.9%)
Made things worse	1 (0.2%)		15 (0.2%)
Did not receive	27 (6.2%)	26 (7.2%)	588 (8.7%)
Did not respond	11 (2.5%)	8 (2.2%)	106 (1.6%)
Q6. If you were to seek help again, would you come back to this program?			
Yes, definitely	342 (78.1%)	186 (51.5%)	3752 (55.4%)
Yes, probably	69 (15.8%)	125 (34.6%)	2333 (34.4%)
No, probably not	9 (2.1%)	28 (7.8%)	388 (5.7%)
No, definitely not	9 (2.1%)	9 (2.5%)	115 (1.7%)
Did not respond	9 (2.1%)	13 (3.6%)	186 (2.7%)

*All of the 439 Spanish translated surveys returned to DASA were adult Spanish surveys. Since 438 of these surveys came from non-DOC (WA State Department of Corrections) outpatient programs, the comparison between the Spanish and English versions was restricted to non-DOC outpatient programs.

Table 6b.
Client Responses to Questions 7 - 12 of the Adult Spanish Compared to the Adult English Client Satisfaction Survey

DASA Client Satisfaction Survey Questions 7 - 12	Hispanics Completing Adult Spanish Survey (n=438)	Hispanics Completing Adult English Survey (n=361)	Non-Hispanics Completing Adult English Survey (n=6774)
Q7. Did you need <i>legal services</i> ?			
Yes	331 (75.6%)	123 (34.1%)	2060 (30.4%)
No	99 (22.6%)	233 (64.5%)	4614 (68.1%)
Did not respond	8 (1.8%)	5 (1.4%)	100 (1.5%)
Q7a. IF YES, how helpful were we in assisting you to identify and find <i>legal services</i> ?	(n=331)	(n=123)	(n=2060)
Very helpful	148 (44.7%)	64 (52.0%)	894 (43.4%)
Somewhat helpful	74 (22.4%)	40 (32.5%)	632 (30.7%)
Not very helpful	38 (11.5%)	4 (3.3%)	176 (8.5%)
Not helpful at all	11 (3.3%)	7 (5.7%)	225 (10.9%)
Did not respond	60 (18.1%)	8 (6.5%)	133 (6.5%)
Q8. Did you need <i>medical services</i> ?			
Yes	279 (63.7%)	72 (19.9%)	1353 (20.0%)
No	152 (34.7%)	280 (77.6%)	5322 (78.6%)
Did not respond	7 (1.6%)	9 (2.5%)	99 (1.5%)
Q8a. IF YES, how helpful were we in assisting you to identify and find <i>medical services</i> ?	(n=279)	(n=72)	(n=1353)
Very helpful	84 (30.1%)	31 (43.1%)	712 (52.6%)
Somewhat helpful	74 (26.5%)	27 (37.5%)	351 (25.9%)
Not very helpful	63 (22.6%)	4 (5.6%)	107 (7.9%)
Not helpful at all	9 (3.2%)	4 (5.6%)	86 (6.4%)
Did not respond	49 (17.6%)	6 (8.3%)	97 (7.2%)
Q9. Did you need <i>family services</i> ?			
Yes	219 (50.0%)	43 (11.9%)	847 (12.5%)
No	210 (47.9%)	308 (85.3%)	5809 (85.8%)
Did not respond	9 (2.1%)	10 (2.8%)	118 (1.7%)
Q9a. IF YES, how helpful were we in assisting you to identify and find <i>family services</i> ?	(n=219)	(n=43)	(n=847)
Very helpful	58 (26.5)	23 (53.5%)	399 (47.1%)
Somewhat helpful	46 (21.0%)	10 (23.3%)	260 (30.7%)
Not very helpful	81 (37.0%)	5 (11.6%)	78 (9.2%)
Not helpful at all	10 (4.6%)	1 (2.3%)	58 (6.8%)
Did not respond	24 (11.0%)	4 (9.3%)	52 (6.1%)
Q10. Did you need <i>mental health services</i> ?			
Yes	177 (40.4%)	45 (12.5%)	1155 (17.1%)
No	253 (57.8%)	306 (84.8%)	5511 (81.4%)
Did not respond	8 (1.8%)	10 (2.8%)	108 (1.6%)
Q10a. IF YES, how helpful were we in assisting you to identify and find <i>mental health services</i> ?	(n=177)	(n=45)	(n=1155)
Very helpful	41 (23.2%)	18 (40.0%)	598 (51.8%)
Somewhat helpful	23 (13.0%)	15 (33.3%)	316 (27.4%)
Not very helpful	87 (49.2%)	5 (11.1%)	95 (8.2%)
Not helpful at all	8 (4.5%)	3 (6.7%)	68 (5.9%)
Did not respond	18 (10.2%)	4 (8.9%)	78 (6.8%)
Q11. Did you need <i>educational or vocational services</i> ?			
Yes	229 (52.3%)	60 (16.6%)	858 (12.7%)
No	199 (45.4%)	294 (81.4%)	5801 (85.6%)
Did not respond	10 (2.3%)	7 (1.9%)	115 (1.7%)
Q11a. IF YES, how helpful were we in assisting you to identify and find <i>educational or vocational services</i> ?	(n=229)	(n=60)	(n=858)
Very helpful	62 (27.1%)	19 (31.7%)	311 (36.2%)
Somewhat helpful	37 (16.2%)	21 (35.0%)	240 (28.0%)
Not very helpful	81 (35.4%)	6 (10.0%)	114 (13.3%)
Not helpful at all	6 (2.6%)	3 (5.0%)	95 (11.1%)
Did not respond	43 (18.8%)	11 (18.3%)	98 (11.4%)
Q12. Did you need <i>employment services</i> ?			
Yes	212 (48.4%)	56 (15.5%)	855 (12.6%)
No	218 (49.8%)	298 (82.5%)	5824 (86.0%)
Did not respond	8 (1.8%)	7 (1.9%)	95 (1.4%)
Q12a. IF YES, how helpful were we in assisting you to identify and find <i>employment services</i> ?	(n=212)	(n=56)	(n=855)
Very helpful	54 (25.5%)	16 (28.6%)	219 (25.6%)
Somewhat helpful	28 (13.2%)	20 (35.7%)	258 (30.2%)
Not very helpful	87 (41.0%)	3 (5.4%)	141 (16.5%)
Not helpful at all	7 (3.3%)	7 (12.5%)	143 (16.7%)
Did not respond	36 (17.0%)	10 (17.9%)	94 (11.0%)

Table 6c.
Characteristics of Clients Completing the Adult Spanish Compared
to Clients Completing the Adult English Client Satisfaction Survey

Client Characteristics	Hispanics Completing Adult Spanish Survey (n=438)	Hispanics Completing Adult English Survey (n=361)	Non-Hispanics Completing Adult English Survey (n=6774)
Age			
20 and younger	15 (3.4%)	27 (7.5%)	341 (5.0%)
21 - 25	69 (15.8%)	74 (20.5%)	964 (14.2%)
26 - 30	114 (26.0%)	68 (18.8%)	898 (13.3%)
31 - 35	77 (17.6%)	47 (13.0%)	961 (14.2%)
36 - 40	50 (11.4%)	48 (13.3%)	1057 (15.6%)
41 - 45	24 (5.5%)	39 (10.8%)	1059 (15.6%)
46 - 50	10 (2.3%)	16 (4.4%)	680 (10.0%)
51 - 55	12 (2.7%)	17 (4.7%)	365 (5.4%)
Over 55	9 (2.1%)	13 (3.6%)	298 (4.4%)
Did not respond	58 (13.2%)	12 (3.3%)	151 (2.2%)
Gender			
Male	412 (94.1%)	272 (75.3%)	4620 (68.2%)
Female	10 (2.3%)	78 (21.6%)	2073 (30.6%)
Did not respond	16 (3.7%)	11 (3.0%)	81 (1.2%)
Ethnic/Racial Background			
White/European American			5529 (81.6%)
Black/African American			381 (5.6%)
Asian/Pacific Islander			159 (2.3%)
Native American/Eskimo/Aleut			446 (6.6%)
Hispanic	438 (100%)	361 (100%)	
Multiracial			122 (1.8%)
Other			137 (2.0%)
Did not respond			
Number of Days in Treatment			
Less than 15 days	34 (7.8%)	34 (9.4%)	554 (8.2%)
16 - 30 days	21 (4.8%)	28 (7.8%)	481 (7.1%)
31 - 45 days	12 (2.7%)	13 (3.6%)	336 (5.0%)
46 - 60 days	23 (5.3%)	17 (4.7%)	384 (5.7%)
61 - 75 days	20 (4.6%)	10 (2.8%)	305 (4.5%)
76 - 90 days	11 (2.5%)	9 (2.5%)	322 (4.8%)
Over 90 days	181 (41.3%)	144 (39.9%)	3021 (44.6%)
Unknown	136 (31.1%)	106 (29.4%)	1371 (20.2%)
Source of Funding			
Private funds	364 (83.1%)	194 (53.7%)	3700 (54.6%)
Public Funds	33 (7.5%)	125 (34.6%)	2504 (37.0%)
Did not respond	41 (9.4%)	42 (11.6%)	570 (8.4%)

Appendix B

(Adult/English) Client Satisfaction Survey

(Adult/Spanish) Evaluación del nivel de satisfacción del cliente

(Youth/English) Youth Client Satisfaction Survey

(Youth Spanish) Evaluación del nivel de satisfacción de los clients jóvenes

Client Satisfaction Survey Guidelines for Administration

(ADULT/ENGLISH)

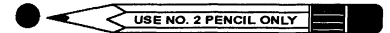
CLIENT SATISFACTION SURVEY

FOR DASA USE ONLY									

Please help us improve our program by answering some questions about the services you have received. We are interested in your honest opinion, whether it is positive or negative. Please answer all of the questions. We shall keep your responses in the strictest confidence. Thank you very much. We really appreciate your help.

Please fill in the appropriate bubble under each question.

CORRECT MARK



1. In an overall, general sense, how satisfied are you with the service you have received?

- ☐ Very satisfied
☐ Mostly satisfied
☐ Dissatisfied
☐ Very dissatisfied

2. In general, how satisfied are you with the comfort and appearance of this facility?

- ☐ Very satisfied
☐ Mostly satisfied
☐ Dissatisfied
☐ Very dissatisfied

3. Would you say our staff treated you with respect?

- ☐ All of the time
☐ Some of the time
☐ Little of the time
☐ Never

4. How do you rate the helpfulness of the group sessions?

- ☐ Very helpful
☐ Somewhat helpful
☐ Not helpful
☐ Made things worse
☐ Did not receive

5. How do you rate the helpfulness of the individual counseling?

- ☐ Very helpful
☐ Somewhat helpful
☐ Not helpful
☐ Made things worse
☐ Did not receive

6. If you were to seek help again, would you come back to this program?

- ☐ Yes, definitely
☐ Yes, probably
☐ No, probably not
☐ No, definitely not

Please answer all of the questions below. We are interested in knowing how we have been able to assist you in identifying and finding other services that you needed.

7. Did you need legal services? (Example: legal defense, legal advice, DUI assistance)

- ☐ Yes IF YES, how helpful were we in assisting you to identify and find legal services.
☐ Very helpful ☐ Somewhat helpful ☐ Not very helpful ☐ Not helpful at all
☐ No

8. Did you need medical services? (Example: medical check-up, medical testing)

- ☐ Yes IF YES, how helpful were we in assisting you to identify and find medical services.
☐ Very helpful ☐ Somewhat helpful ☐ Not very helpful ☐ Not helpful at all
☐ No

9. Did you need family services? (Example: parenting class, family recovery services)

- ☐ Yes IF YES, how helpful were we in assisting you to identify and find family services.
☐ Very helpful ☐ Somewhat helpful ☐ Not very helpful ☐ Not helpful at all
☐ No

10. Did you need mental health services? (Example: co-occurring disorder treatment, medication management)

- ☐ Yes IF YES, how helpful were we in assisting you to identify and find mental health services.
☐ Very helpful ☐ Somewhat helpful ☐ Not very helpful ☐ Not helpful at all
☐ No

11. Did you need educational or vocational services? (Example: basic skills, community college)

- ☐ Yes IF YES, how helpful were we in assisting you to identify and find educational or vocational services.
☐ Very helpful ☐ Somewhat helpful ☐ Not very helpful ☐ Not helpful at all
☐ No

12. Did you need employment services? (Example: resumé writing, job placement)

- ☐ Yes IF YES, how helpful were we in assisting you to identify and find employment services.
☐ Very helpful ☐ Somewhat helpful ☐ Not very helpful ☐ Not helpful at all
☐ No

Please continue on reverse side. →

Please help us to know you better by filling in the section below.

13. How old are you?

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

14. I am:

- ☐ Male
☐ Female

15. The best description of my ethnic or racial background is (please mark only one):

- ☐ White/European American
☐ Black/African American
☐ Asian/Pacific Islander
☐ Native American/Eskimo/Aleut
☐ Hispanic
☐ Multiracial
☐ Other

16. I am participating in (please mark only one):

- ☐ Residential Program
☐ Outpatient Program
☐ Methadone Treatment

17. The date I started in this program was:

Month	Day	Year
<input type="radio"/> Jan		
<input type="radio"/> Feb		
<input type="radio"/> Mar	0 0	0 0
<input type="radio"/> April	1 1	1 1
<input type="radio"/> May	2 2	2 2
<input type="radio"/> June	3 3	3 3
<input type="radio"/> July	4 4	4 4
<input type="radio"/> Aug	5 5	5 5
<input type="radio"/> Sept	6 6	6 6
<input type="radio"/> Oct	7 7	7 7
<input type="radio"/> Nov	8 8	8 8
<input type="radio"/> Dec	9 9	9 9

18. Today's date is:

Month	Day	Year
<input type="radio"/> Jan		
<input type="radio"/> Feb		
<input type="radio"/> Mar	0 0	0 0
<input type="radio"/> April	1 1	1 1
<input type="radio"/> May	2 2	2 2
<input type="radio"/> June	3 3	3 3
<input type="radio"/> July	4 4	4 4
<input type="radio"/> Aug	5 5	5 5
<input type="radio"/> Sept	6 6	6 6
<input type="radio"/> Oct	7 7	7 7
<input type="radio"/> Nov	8 8	8 8
<input type="radio"/> Dec	9 9	9 9

19. My treatment is being paid by:

- ☐ Private funds (myself, insurance, friend or relative, etc.)
☐ Public funds (medicaid, ADATSA, TANF, etc.)

Your comments are important to us. Please let us know what you think about our program by answering the questions below.

What do you like about this program? _____

Is there anything you would change about this program? If yes, what would that be? _____

Thank you for your comments and for taking the time to help us.

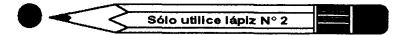
Survey prepared by the Washington State Division of Alcohol and Substance Abuse (DASA). Questions or comments about this survey should be directed to Felix Rodriguez, Ph.D., by calling (360) 438-8629, by E-mail at rodrixf@dsas.wa.gov, or by writing him at this address: DASA, P.O. Box 45330, Olympia, WA 98504-5330.

Evaluación del nivel de satisfacción del cliente

		-				-		
FOR DASA USE ONLY								

Ayúdenos a mejorar nuestro programa respondiendo algunas preguntas sobre los servicios que recibió. Estamos interesados en su honesta opinión, sea positiva o negativa. Por favor, responda todas las preguntas. Sus respuestas serán estrictamente confidenciales. Muchas gracias, valoramos su ayuda.

Rellene el círculo que corresponda, debajo de cada pregunta. MARCA CORRECTA



1. En un sentido general, ¿cómo se siente con respecto a los servicios recibidos?

- ☐ Muy satisfecho
☐ Casi satisfecho
☐ Insatisfecho
☐ Muy insatisfecho

2. En general, ¿cómo se siente sobre la comodidad y aspecto del establecimiento?

- ☐ Muy satisfecho
☐ Casi satisfecho
☐ Insatisfecho
☐ Muy insatisfecho

3. ¿Opina usted que fue tratado con respeto por los empleados?

- ☐ Todo el tiempo
☐ A menudo
☐ Pocas veces
☐ Nunca

4. ¿Cómo clasificaría la ayuda recibida de los grupos de terapia?

- ☐ Me ayudaron mucho ☐ No recibí
☐ Me ayudaron un poco
☐ No me ayudaron
☐ Empeoraron mi situación

5. ¿Cómo clasificaría la ayuda recibida en las sesiones de terapia individual?

- ☐ Me ayudaron mucho ☐ No recibí
☐ Me ayudaron un poco
☐ No me ayudaron
☐ Empeoraron mi situación

6. Si necesitara ayuda otra vez, ¿volvería a este programa?

- ☐ Sí, por supuesto
☐ Sí, probablemente
☐ No, probablemente no
☐ No, definitivamente no

Responda las siguientes preguntas en su totalidad. Estamos interesados en saber de qué manera le hemos podido ayudar a identificar y encontrar otros servicios que pudiera necesitar.

7. ¿Necesitó servicios legales? (Ej.: defensa legal, asesoría legal, ayuda DUI.)

- ☐ Sí Si seleccionó SÍ, ¿le ayudamos a identificar y encontrar servicios legales?
☐ Mucho ☐ Un poco ☐ No ☐ Nada
☐ No

8. ¿Necesitó atención médica? (Ej.: un examen general o análisis.)

- ☐ Sí Si seleccionó SÍ, ¿le ayudamos a identificar y encontrar atención médica?
☐ Mucho ☐ Un poco ☐ No ☐ Nada
☐ No

9. ¿Necesitó servicios para la familia? (Ej.: clases para padres, recuperación familiar.)

- ☐ Sí Si seleccionó SÍ, ¿le ayudamos a identificar y encontrar servicios especiales para la familia?
☐ Mucho ☐ Un poco ☐ No ☐ Nada
☐ No

10. ¿Necesitó servicios para la salud mental? (Ej.: desórdenes colaterales, manejo de medicamentos.)

- ☐ Sí Si seleccionó SÍ, ¿le ayudamos a identificar y encontrar servicios para la salud mental?
☐ Mucho ☐ Un poco ☐ No ☐ Nada
☐ No

11. ¿Necesitó servicios para la educación o vocacionales? (Ej.: habilidades básicas, colegio comunitario.)

- ☐ Sí Si seleccionó SÍ, ¿le ayudamos a identificar y encontrar servicios para la educación y vocacionales?
☐ Mucho ☐ Un poco ☐ No ☐ Nada
☐ No

12. ¿Necesitó servicios de empleo? (Ej.: búsqueda de trabajo, para escribir su historia de empleo.)

- ☐ Sí Si seleccionó SÍ, ¿le ayudamos a identificar y encontrar servicios de empleo?
☐ Mucho ☐ Un poco ☐ No ☐ Nada
☐ No

Continúa en el reverso. →

Ayúdenos a conocerlo mejor complementando la siguiente sección.

13. ¿Cuánto años tiene?

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

14. Sexo:

- ☐ Masculino
☐ Femenino

15. La mejor descripción de mi origen racial o étnico es (marque sólo una):

- ☐ Blanco/Euroamericano
☐ Negro/Afroamericano
☐ Asiático/Islands del Pacífico
☐ Indígena americano/Esquimal/Aleutiano
☐ Hispano/Latino
☐ Multi-racial
☐ Otro

16. Estoy participando en (marque sólo uno):

- ☐ Programa residencial
☐ Programa de paciente externo
☐ Tratamiento médico con metadona

17. Le fecha en que empecé en este programa es:

Mes	Día	Año
<input type="radio"/> Ene		
<input type="radio"/> Feb		
<input type="radio"/> Mar	0 0	0 0
<input type="radio"/> Abr	1 1	1 1
<input type="radio"/> May	2 2	2 2
<input type="radio"/> Jun	3 3	3 3
<input type="radio"/> Jul	4	4 4
<input type="radio"/> Ago	5	5 5
<input type="radio"/> Sep	6	6 6
<input type="radio"/> Oct	7	7 7
<input type="radio"/> Nov	8	8 8
<input type="radio"/> Dic	9	9 9

18. La fecha de hoy es:

Mes	Día	Año
<input type="radio"/> Ene		
<input type="radio"/> Feb		
<input type="radio"/> Mar	0 0	0 0
<input type="radio"/> Abr	1 1	1 1
<input type="radio"/> May	2 2	2 2
<input type="radio"/> Jun	3 3	3 3
<input type="radio"/> Jul	4	4 4
<input type="radio"/> Ago	5	5 5
<input type="radio"/> Sep	6	6 6
<input type="radio"/> Oct	7	7 7
<input type="radio"/> Nov	8	8 8
<input type="radio"/> Dic	9	9 9

19. Mi tratamiento se paga con:

- ☐ Fondos privados (míos, seguro, amigo o pariente, etc.)
☐ Fondos públicos (Medicaid, ADATSA, TANF, etc.)

Sus comentarios son muy importantes. Por favor, permítanos saber lo que piensa con respecto a nuestro programa, respondiendo a las siguientes preguntas.

¿Qué le gusta de este programa? _____

¿Hay algo que usted cambiaría en este programa? Si así es, ¿qué cambiaría? _____

Muchas gracias por sus comentarios y por tomar el tiempo necesario para ayudarnos.

Este cuestionario fue preparado por Washington State Division of Alcohol and Substance Abuse (DASA). Si tiene preguntas o comentarios acerca de este cuestionario diríjelas a Felix Rodríguez, Ph.D., llamando al teléfono (360) 438-8629, por correo electrónico a rodrifi@dshs.wa.gov, o escribiéndole a esta dirección: DASA, P.O. Box 45330, Olympia, WA 98504-5330.

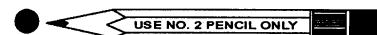
YOUTH CLIENT SATISFACTION SURVEY

FOR DASA USE ONLY									

Please help us improve our program by answering some questions about the services you have received. We are interested in your honest opinion, whether it is positive or negative. **Please answer all of the questions. We shall keep your responses in the strictest confidence.** Thank you very much. We really appreciate your help.

For questions 1 through 7, please fill in the appropriate bubble that best describes what you feel.

CORRECT MARK



<p>1. How satisfied are you with the service you have received?</p> <p> <input type="radio"/> Very satisfied <input type="radio"/> Mostly satisfied <input type="radio"/> Dissatisfied <input type="radio"/> Very dissatisfied </p>	<p>6. How helpful is the individual counseling?</p> <p> <input type="radio"/> Very helpful <input type="radio"/> Somewhat helpful <input type="radio"/> Not helpful <input type="radio"/> Made things worse <input type="radio"/> Did not receive </p>																				
<p>2. How satisfied are you with the comfort and appearance of this facility?</p> <p> <input type="radio"/> Very satisfied <input type="radio"/> Mostly satisfied <input type="radio"/> Dissatisfied <input type="radio"/> Very dissatisfied </p>	<p>7. If you were to seek help again, would you come back to this program?</p> <p> <input type="radio"/> Yes, definitely <input type="radio"/> Yes, probably <input type="radio"/> No, probably not <input type="radio"/> No, definitely not </p>																				
<p>3. Would you say our staff treated you with respect?</p> <p> <input type="radio"/> All of the time <input type="radio"/> Some of the time <input type="radio"/> Little of the time <input type="radio"/> Never </p>	<p>8. How old are you?</p> <table border="1"> <tr> <td>0</td><td>0</td> </tr> <tr> <td>1</td><td>1</td> </tr> <tr> <td>2</td><td>2</td> </tr> <tr> <td>3</td><td>3</td> </tr> <tr> <td>4</td><td>4</td> </tr> <tr> <td>5</td><td>5</td> </tr> <tr> <td>6</td><td>6</td> </tr> <tr> <td>7</td><td>7</td> </tr> <tr> <td>8</td><td>8</td> </tr> <tr> <td>9</td><td>9</td> </tr> </table>	0	0	1	1	2	2	3	3	4	4	5	5	6	6	7	7	8	8	9	9
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5	5																				
6	6																				
7	7																				
8	8																				
9	9																				
<p>4. How safe do you feel in this program?</p> <p> <input type="radio"/> Very safe <input type="radio"/> Somewhat safe <input type="radio"/> Not very safe <input type="radio"/> Not safe at all </p>	<p>9. What racial or ethnic category best describes you? (please mark only one)</p> <p> <input type="radio"/> White <input type="radio"/> Black/African American <input type="radio"/> Asian/Pacific Islander <input type="radio"/> Native American/Eskimo/Aleut <input type="radio"/> Hispanic <input type="radio"/> Multiracial <input type="radio"/> Other </p>																				
<p>5. How helpful are the group sessions?</p> <p> <input type="radio"/> Very helpful <input type="radio"/> Somewhat helpful <input type="radio"/> Not helpful <input type="radio"/> Made things worse <input type="radio"/> Did not receive </p>																					

Please continue on the reverse side.

<p>10. Are you:</p> <p><input type="radio"/> Male</p> <p><input type="radio"/> Female</p>	<p>13. What is today's date?</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 33%;">Month</th> <th style="width: 33%;">Day</th> <th style="width: 33%;">Year</th> </tr> </thead> <tbody> <tr><td><input type="radio"/> Jan</td><td></td><td></td></tr> <tr><td><input type="radio"/> Feb</td><td></td><td></td></tr> <tr><td><input type="radio"/> Mar</td><td>0 0</td><td>0 0</td></tr> <tr><td><input type="radio"/> April</td><td>1 1</td><td>1 1</td></tr> <tr><td><input type="radio"/> May</td><td>2 2</td><td>2 2</td></tr> <tr><td><input type="radio"/> June</td><td>3 3</td><td>3 3</td></tr> <tr><td><input type="radio"/> July</td><td>4 4</td><td>4 4</td></tr> <tr><td><input type="radio"/> Aug</td><td>5 5</td><td>5 5</td></tr> <tr><td><input type="radio"/> Sept</td><td>6 6</td><td>6 6</td></tr> <tr><td><input type="radio"/> Oct</td><td>7 7</td><td>7 7</td></tr> <tr><td><input type="radio"/> Nov</td><td>8 8</td><td>8 8</td></tr> <tr><td><input type="radio"/> Dec</td><td>9 9</td><td>9 9</td></tr> </tbody> </table>	Month	Day	Year	<input type="radio"/> Jan			<input type="radio"/> Feb			<input type="radio"/> Mar	0 0	0 0	<input type="radio"/> April	1 1	1 1	<input type="radio"/> May	2 2	2 2	<input type="radio"/> June	3 3	3 3	<input type="radio"/> July	4 4	4 4	<input type="radio"/> Aug	5 5	5 5	<input type="radio"/> Sept	6 6	6 6	<input type="radio"/> Oct	7 7	7 7	<input type="radio"/> Nov	8 8	8 8	<input type="radio"/> Dec	9 9	9 9
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<p>11. What program are you participating in?</p> <p><input type="radio"/> Youth residential treatment</p> <p><input type="radio"/> Youth outpatient treatment</p>	<p>14. How is your treatment being paid?</p> <p><input type="radio"/> Private funds (family, private insurance)</p> <p><input type="radio"/> Public funds (state-DASA, Title 19)</p> <p><input type="radio"/> Other</p>																																							
<p>12. When did you start in this program?</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 33%;">Month</th> <th style="width: 33%;">Day</th> <th style="width: 33%;">Year</th> </tr> </thead> <tbody> <tr><td><input type="radio"/> Jan</td><td></td><td></td></tr> <tr><td><input type="radio"/> Feb</td><td></td><td></td></tr> <tr><td><input type="radio"/> Mar</td><td>0 0</td><td>0 0</td></tr> <tr><td><input type="radio"/> April</td><td>1 1</td><td>1 1</td></tr> <tr><td><input type="radio"/> May</td><td>2 2</td><td>2 2</td></tr> <tr><td><input type="radio"/> June</td><td>3 3</td><td>3 3</td></tr> <tr><td><input type="radio"/> July</td><td>4 4</td><td>4 4</td></tr> <tr><td><input type="radio"/> Aug</td><td>5 5</td><td>5 5</td></tr> <tr><td><input type="radio"/> Sept</td><td>6 6</td><td>6 6</td></tr> <tr><td><input type="radio"/> Oct</td><td>7 7</td><td>7 7</td></tr> <tr><td><input type="radio"/> Nov</td><td>8 8</td><td>8 8</td></tr> <tr><td><input type="radio"/> Dec</td><td>9 9</td><td>9 9</td></tr> </tbody> </table>		Month	Day	Year	<input type="radio"/> Jan			<input type="radio"/> Feb			<input type="radio"/> Mar	0 0	0 0	<input type="radio"/> April	1 1	1 1	<input type="radio"/> May	2 2	2 2	<input type="radio"/> June	3 3	3 3	<input type="radio"/> July	4 4	4 4	<input type="radio"/> Aug	5 5	5 5	<input type="radio"/> Sept	6 6	6 6	<input type="radio"/> Oct	7 7	7 7	<input type="radio"/> Nov	8 8	8 8	<input type="radio"/> Dec	9 9	9 9
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Your comments are important to us. Please let us know what you think about our program by answering the questions below.

What do you like about this program? _____

What do you not like about this program? _____

Great job! Thank you for your comments and for taking the time to help us.

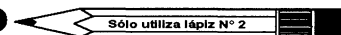
Evaluación del nivel de satisfacción de los clientes jóvenes

FOR DASA USE ONLY									

Ayúdanos a mejorar nuestro programa respondiendo algunas preguntas sobre los servicios que recibiste. Estamos interesados en tu honesta opinión, sea positiva o negativa. Por favor, responde todas las preguntas. Tus respuestas serán estrictamente confidenciales. Muchas gracias, valoramos tu ayuda.

Por favor, para las preguntas 1 a 7, rellena el círculo apropiado que mejor describe cómo te sientes.

MARCA CORRECTA ●



<p>1. ¿Estás satisfecho con los servicios que recibiste?</p> <p><input type="radio"/> Muy satisfecho</p> <p><input type="radio"/> Casi satisfecho</p> <p><input type="radio"/> Insatisfecho</p> <p><input type="radio"/> Muy insatisfecho</p>	<p>6. ¿Te ayudan las sesiones de terapia individual?</p> <p><input type="radio"/> Me ayudan mucho</p> <p><input type="radio"/> Me ayudan un poco</p> <p><input type="radio"/> No me ayudan</p> <p><input type="radio"/> Me hacen peor</p> <p><input type="radio"/> No participo en terapia individual</p>																				
<p>2. ¿Cómo te sientes sobre la comodidad y aspecto del establecimiento?</p> <p><input type="radio"/> Muy satisfecho</p> <p><input type="radio"/> Casi satisfecho</p> <p><input type="radio"/> Insatisfecho</p> <p><input type="radio"/> Muy insatisfecho</p>	<p>7. Si necesitaras ayuda otra vez, ¿volverías a este programa?</p> <p><input type="radio"/> Sí, por supuesto</p> <p><input type="radio"/> Sí, probablemente</p> <p><input type="radio"/> No, probablemente no</p> <p><input type="radio"/> No, definitivamente no</p>																				
<p>3. ¿Dirías que nuestros empleados te trataron con respeto?</p> <p><input type="radio"/> Todo el tiempo</p> <p><input type="radio"/> A menudo</p> <p><input type="radio"/> Pocas veces</p> <p><input type="radio"/> Nunca</p>	<p>8. ¿Cuántos años tienes?</p> <table border="1"> <tr><td>0</td><td>0</td></tr> <tr><td>1</td><td>1</td></tr> <tr><td>2</td><td>2</td></tr> <tr><td>3</td><td>3</td></tr> <tr><td>4</td><td>4</td></tr> <tr><td>5</td><td>5</td></tr> <tr><td>6</td><td>6</td></tr> <tr><td>7</td><td>7</td></tr> <tr><td>8</td><td>8</td></tr> <tr><td>9</td><td>9</td></tr> </table>	0	0	1	1	2	2	3	3	4	4	5	5	6	6	7	7	8	8	9	9
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<p>4. ¿Te sientes seguro en este programa?</p> <p><input type="radio"/> Muy seguro</p> <p><input type="radio"/> Algo seguro</p> <p><input type="radio"/> No muy seguro</p> <p><input type="radio"/> Totalmente inseguro</p>	<p>9. ¿Qué grupo racial o étnico te describe mejor? (marca sólo uno):</p> <p><input type="radio"/> Blanco/Euroamericano</p> <p><input type="radio"/> Negro/Afroamericano</p> <p><input type="radio"/> Asiático/Islands del Pacífico</p> <p><input type="radio"/> Indígena americano/Esquimal/Aleutiano</p> <p><input type="radio"/> Hispano/Latino</p> <p><input type="radio"/> Multi-racial</p> <p><input type="radio"/> Otro</p>																				
<p>5. ¿Te ayudan las sesiones de terapia en grupo?</p> <p><input type="radio"/> Me ayudan mucho</p> <p><input type="radio"/> Me ayudan un poco</p> <p><input type="radio"/> No me ayudan</p> <p><input type="radio"/> Me hacen peor</p> <p><input type="radio"/> No participo en terapia en grupo</p>																					

Por favor, continúa del otro lado.

<p>10. Sexo:</p> <p><input type="radio"/> Masculino <input type="radio"/> Femenino</p>	<p>13. La fecha de hoy es:</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 20%;">Mes</th> <th style="width: 10%;">Día</th> <th style="width: 10%;">Año</th> </tr> </thead> <tbody> <tr><td><input type="radio"/> Ene</td><td></td><td></td></tr> <tr><td><input type="radio"/> Feb</td><td></td><td></td></tr> <tr><td><input type="radio"/> Mar</td><td>0 0</td><td>0 0</td></tr> <tr><td><input type="radio"/> Abr</td><td>1 1</td><td>1 1</td></tr> <tr><td><input type="radio"/> May</td><td>2 2</td><td>2 2</td></tr> <tr><td><input type="radio"/> Jun</td><td>3 3</td><td>3 3</td></tr> <tr><td><input type="radio"/> Jul</td><td>4 4</td><td>4 4</td></tr> <tr><td><input type="radio"/> Ago</td><td>5 5</td><td>5 5</td></tr> <tr><td><input type="radio"/> Sep</td><td>6 6</td><td>6 6</td></tr> <tr><td><input type="radio"/> Oct</td><td>7 7</td><td>7 7</td></tr> <tr><td><input type="radio"/> Nov</td><td>8 8</td><td>8 8</td></tr> <tr><td><input type="radio"/> Dic</td><td>9 9</td><td>9 9</td></tr> </tbody> </table>	Mes	Día	Año	<input type="radio"/> Ene			<input type="radio"/> Feb			<input type="radio"/> Mar	0 0	0 0	<input type="radio"/> Abr	1 1	1 1	<input type="radio"/> May	2 2	2 2	<input type="radio"/> Jun	3 3	3 3	<input type="radio"/> Jul	4 4	4 4	<input type="radio"/> Ago	5 5	5 5	<input type="radio"/> Sep	6 6	6 6	<input type="radio"/> Oct	7 7	7 7	<input type="radio"/> Nov	8 8	8 8	<input type="radio"/> Dic	9 9	9 9
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<p>11. ¿En qué programa estás participando?</p> <p><input type="radio"/> Programa residencial para jóvenes <input type="radio"/> Programa de paciente externo para jóvenes</p>	<p>14. Mi tratamiento se paga con:</p> <p><input type="radio"/> Fondos privados (familia, seguro privado) <input type="radio"/> Fondos públicos (Estado-DASA, Title 19) <input type="radio"/> Otros</p>																																							
<p>12. ¿Cuándo empezaste en este programa?</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 20%;">Mes</th> <th style="width: 10%;">Día</th> <th style="width: 10%;">Año</th> </tr> </thead> <tbody> <tr><td><input type="radio"/> Ene</td><td></td><td></td></tr> <tr><td><input type="radio"/> Feb</td><td></td><td></td></tr> <tr><td><input type="radio"/> Mar</td><td>0 0</td><td>0 0</td></tr> <tr><td><input type="radio"/> Abr</td><td>1 1</td><td>1 1</td></tr> <tr><td><input type="radio"/> May</td><td>2 2</td><td>2 2</td></tr> <tr><td><input type="radio"/> Jun</td><td>3 3</td><td>3 3</td></tr> <tr><td><input type="radio"/> Jul</td><td>4 4</td><td>4 4</td></tr> <tr><td><input type="radio"/> Ago</td><td>5 5</td><td>5 5</td></tr> <tr><td><input type="radio"/> Sep</td><td>6 6</td><td>6 6</td></tr> <tr><td><input type="radio"/> Oct</td><td>7 7</td><td>7 7</td></tr> <tr><td><input type="radio"/> Nov</td><td>8 8</td><td>8 8</td></tr> <tr><td><input type="radio"/> Dic</td><td>9 9</td><td>9 9</td></tr> </tbody> </table>		Mes	Día	Año	<input type="radio"/> Ene			<input type="radio"/> Feb			<input type="radio"/> Mar	0 0	0 0	<input type="radio"/> Abr	1 1	1 1	<input type="radio"/> May	2 2	2 2	<input type="radio"/> Jun	3 3	3 3	<input type="radio"/> Jul	4 4	4 4	<input type="radio"/> Ago	5 5	5 5	<input type="radio"/> Sep	6 6	6 6	<input type="radio"/> Oct	7 7	7 7	<input type="radio"/> Nov	8 8	8 8	<input type="radio"/> Dic	9 9	9 9
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Tus comentarios son muy importantes. Por favor, permítenos saber lo que piensas con respecto a nuestro programa, respondiendo a las siguientes preguntas.

¿Qué te gusta de este programa? _____

¿Qué es lo que no te gusta de este programa? _____

¡Excelente! Muchas gracias por tus comentarios y por tomar el tiempo necesario para ayudarnos.

Client Satisfaction Survey

GUIDELINES FOR ADMINISTRATION



Goal of the Guidelines:

These Guidelines provide the basic information regarding the administration of the Client Satisfaction Survey. However, if treatment agencies would like further information or assistance, they should contact:

Felix Rodriguez, Ph.D.
Division of Alcohol & Substance Abuse
P.O. Box 45330
Olympia, WA 98504-5330
Phone: (360) 438-8629, or toll-free at (877) 301-4557
E-mail: rodrifi@dshs.wa.gov

What is the purpose of the Client Satisfaction Survey?

The Client Satisfaction Survey aims to assess clients' perception of the quality of alcohol/drug treatment services they receive. Information given by clients will be used to improve treatment programs in Washington State.

When will treatment agencies administer the survey?

Treatment agencies will administer the survey during the week of **March 25-29, 2002.**

What is the goal of the survey?

To obtain completed surveys from 100% of clients who are participating in treatment during the week of March 25-29, 2002. This will include clients who have started treatment any day during that week.

How will treatment agencies administer the Client Satisfaction Survey? What are some helpful tips for a successful survey?

- It is important for the agency to use procedures that encourage clients to complete the survey, ensure confidentiality of their responses, and allow them to respond as honestly as possible.
- Agencies who have successfully administered client satisfaction surveys in the past suggest it is helpful to have a survey coordinator who will be responsible for: (a) distributing and collecting the surveys, and (b) returning them to DASA.
- It is important to know the best time and manner to distribute and collect the surveys during the week of March 25-29, 2002. ***We have found in our previous surveys that the best time to give the survey to clients is during group session.***
- It is important: (a) to encourage clients to answer all of the questions in the survey, and (b) to ensure that they complete the survey only once during the week. ***We have found that keeping a list is helpful in tracking those who have and those who have not completed the survey. Experience tells us that 85% to 90% of agency clients who are participating in treatment will complete the survey.***
- It is important to allow clients to seek help from a staff member or from another client if they need assistance in completing the survey (e.g. clarification with questions, definition of some terms, difficulty in reading).

What will treatment agencies do after collecting all the completed surveys?

Please fill out a **Completion Summary Form** for each program or treatment modality in your agency. We strongly suggest that the survey coordinator review this form before the week of the survey. The original completed surveys together with the Completion Summary Form should be returned **no later than April 5, 2002**, to:

Felix Rodriguez, Ph.D.
Division of Alcohol and Substance Abuse
P.O. Box 45330
Olympia, WA 98504-5330